

**Work-Family Balance and Quality of Life among Women
Working in Private Sector in Aizawl District, Mizoram**

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**Submitted in partial fulfillment of the requirement of the Degree of Master
of Philosophy in Social Work, Mizoram University, Aizawl**

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AMONG WOMEN WORKING IN PRIVATE SECTOR IN
AIZAWL DISTRICT, MIZORAM**

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LIST OF ABBREVIATIONS

CCU	:	Critical Care Unit
EAP	:	Employee Assistance Program
FFP	:	Family Friendly Policy
FGDs	:	Focus Group Discussions
GDP	:	Gross Domestic Product
HRM	:	Human Resource Management
ICU	:	Intensive Care Unit
IDU	:	Injecting Drug User
IT	:	Information Technology
OLL	:	Omani Labour Law
QOL	:	Quality of Life
QWL	:	Quality of Work Life
SPSS	:	Statistical Package for the Social Science
UAE	:	United Arab Emirates
UP	:	Utter Pradesh
USA	:	United State of America
U.S	:	United State
WFB	:	Work-Family Balance
WFC	:	Work-Family Conflict
WLB	:	Work-Life Balance
WLC	:	Work-Life Conflict

CHAPTER I

INTRODUCTION

The present study examines the Work-Family balance and Quality of life of working women in private sector in Aizawl district of Mizoram. The study intends to understand the quality of life of working women and the relationship between work-family balance and quality of life of women working in the private sector. This section provides an introduction to the scenario of work-family balance at the international, national and regional levels. It also delves into the definitions and concepts related to family-work balance, and the quality of life of the working women.

The challenges in striking a balance between work-life and personal life are experienced all over the world, irrespective of nation, culture, religion, race, and gender. The Work-family balance refers to effectively and efficiently management of time between a personal and professional role which includes multiple roles that an individual may play within both the workplace and at the home front. The term 'work-life balance' was first coined in 1986 among the Americans who were putting their heart and soul into work in pursuit of achieving their corporate goal and started neglecting their family, friends and leisure activities of their own. This has affected their relationship with the family and their health due to long working hours. In the pursuit of goals have greatly affected the working hours of the people in America result in neglecting their immediate relationship. The overall individual health, families and mental health were affected.

The work-life balance concept is slowly begun to gain recognition in the workplace. Work-life balance is seen as important issues not only with women but also among men, and including the various organizations. The 1990s have begun to see the increasing number of working women and dual-income earners. Besides, work-life balance has been recognized as an issue all over the world regardless of the type of job. The lone parenting concept is also becoming prevalent.

It is well considered that women's contributions are high in economic development. Work-life balance of working women has become an important subject considering women's economic contributions to the improvement of the family living standard. Working women could be classified as women who work in the agricultural fields and domestic work such as cleaning,

cooking, and washing. Secondly, those who work in the private or public sector offices also called blue-collar women workers. The third category of women workers is well educated. They are quite affluent in life. They have both vertical and horizontal mobility (Gangrade, 1993). These three categories of industries seem to provide the largest avenue of employment to women job - seekers in India. Under the division of transport, storage and, commerce, there was a substantial increase both in the number of workers as well as in their proportion. The majority of women under these divisions take up the white-collar jobs and work as clerks, typists, steno, telephone operators, secretaries, assistants, etc. Women workers are preferred in these jobs because of their docile nature. They do not take in general active part in strikes and other trade union activities. This is an important feature of women workers (Kuruksheeta, 1984).

Women contribution is divided into the paid job and unpaid job. A paid job can be defined as a job that someone does to earn money. The unpaid work activities such as household work and caregiving for the elderly or children are embraced by women. Women enter into the paid workforce due to financial need, social attitude, and increasing educational level. Managing work and family together at a time is challenging to women especially for working mother, which become complex because of an increasing number of a nuclear family. Privatization, globalization and converging boundaries made the opportunities for talented manpower and creating dual-career families. Such type of career orientation may create negligence on the other aspect of life.

A working mother striving for financial independence also has the role of caring for growing children to accomplish motherhood. The prevailing societal norms confine the women as housekeepers and child-bearer whether she is doing a job or not. The demanding responsibilities induce stress among working mother and balancing the two poles become a formidable task. According to Maiya&Bagali (2014), the imbalance between the two domains often meets with guilt from a spouse, family members including children and relatives mainly in-laws.

Social role plays an important factor in the life of an individual which can further influence in balancing their lives. As it impose who we are and they influence what we think and structure our way of life and our use of time, it determines the way how people socialized at family and society level and work culture. The social role also assigned the kind of work culture

an individual adopted. Work-life consultants Abby Shapiro and Karen Noble had done global assessments and identified three themes that are prevailing worldwide and considered a hindrance for attaining work and personal life balance mainly poor implementation of work policy, lack of support system and the effects and impact on the family well-being. Due to the rise of global competition and economic challenges, employee's lives have been affected in many ways. To address this issue employees have come forward and urge companies to see and reconcile the work-life of the employees. As a result of such, companies have begun to adopt strategies and on creating policies and initiatives that address employee work-life balance to personal and to spiritual development and expression of personal interest and values are some of the areas that need to work in tandem (Kofodimos, 1984). The role of social support is important to have a balanced life of work-family which may include support from a husband, co-workers, family members, and neighbors, etc. Copious studies have outlined that social support is positively associated with the work-family balance. Personal social support can also be explained as emotional and contributing support. Contributing support can be referred to as an attitude of members of the family in understanding and relieving an employee in the household task and domestic activities. While, emotional support may arise from loved ones such as warmth, love and care, and understanding (Erikson, 1993). Further, emotional support can positively contribute to an employee in the work domain and further improve the quality of life of a working woman.

It is an imminent concept that women entering the workforce due to the demand for employment. Due to the gradual change in society, economic diversity, and political progress have introduced new social structure has opened up avenues for women to participate in the workforce. The concept of equal remuneration, equality acts as a catalyzing factor for women to earn. Women getting into jobs have increased extensively and they even continue to work after marriage. Though it is well known that a married woman has more responsibilities than unmarried women in terms of looking after children and taking care of the family household chore. The societal expectation on the roles of women as caregivers has immensely posed a concern in the area of balancing between work and the life of women. It remains one of the biggest challenges working women faced as to strike a balance between the demand of family and work (careers). The issue of work-family balance is a difficult task for an organization. The societal structure role that was assigned to a family in such a husband is supposed to be a

breadwinner of the family while a wife is expected to remain at home and maintain family household remains the same and it is the challenges that women faced to come out of it despite the gradual changes. The universal tug felt by mothers to effectively juggle the need or desire to work while child-rearing is one issues woman faced across diverse cultures.

Harmonizing work and family is still seen as a private concern of the individual or family. In the last two decades, there has been a sharp reduction in the number of families with a traditional structure of a couple and their children. Another decrease has occurred in the number of extended family types. While the traditional family structure of a couple with dependent children still represents the majority of families with 53.3 %, the second most common family structure is a single female and her dependent children, with no husband or grandparents which stood at 17.8%. The average number of dependent children has also decreased, and the number of female-led single-parent households has significantly increased.

1.1 Work-Life Balance across Cultures

Understanding of work-life balanced varies across the globe. For instance between Chinese and western worlds. Chinese professionals work seven days a week. Employees may be in the office until 7 pm or 8 pm, though 80 % leave the office by 6 pm or 7 p.m. The Chinese employee's balance work and personal life in ways westerners don't easily understand. Expectations are high for women in China to have a career and the country's evolving capitalist culture supports gender equality. Men have more pressure to be involved with children rearing; however, they are still expected to be the primary breadwinner. Different regions also have different values regarding family life, for example, in Shanghai, a "good husband" is one who buys food and cooks. Traditional values and expectations require that the younger generation cares for their parents and grandparents. This responsibility impacts financial and job security, which is a major driver of behavior for Chinese workers. Regarding doing business in Brazil, one significant consideration is the culture's view of time. Brazilians' relaxed attitude toward time manifests itself in how they think about schedules and deadlines. While those in the United States they tend to strictly adhere to schedules and deadlines. Brazilians make schedules and set deadlines, but are more flexible when they have to be changed due to circumstances beyond one's control.

In Russia working mothers have traditionally been subject to discrimination. It is common for women to withdraw from the workforce to raise their children, even though it may be unaffordable financially or undesirable personally and professionally. However, changes in the political powers the Russian law have been created benefits for women by providing 18 months of maternity paid leave without losing their job. The years a mother takes off also count as “work” in terms of future Social Security benefits. After 2000, when Russia’s transition to capitalism was more or less complete and the country’s economy was more stable, Russian women delayed childbirth to start careers and surveys show that modern Russian women prefer combining career and children, rather than choosing solely one or the other.

1.2 India’s Experience

The driving changes in the workplace and workforce are also experienced in Asian countries. The work-life balance is needed in India too, as Arora (2009) explains it as a post-1995 phenomenon. With the opening up of Indian markets; liberalization and globalization resulted in competition and changing dynamics at the workplace. During this period many Indian organizations consequently adopted work practices from the west (twenty-four by seven work culture), where workload increased considerably and the boundary between work and personal lives of employees began to merge. Therefore it led to stress-related issues, behavioral problems, absenteeism and much more among employees. Recent surveys in India suggest that difficulty in balancing work life and long inflexible working hours were found to be important reasons for employees quitting their jobs. In India, women are still considering remaining the caregiver of the house and responsible for the welfare of the family and career is not given importance for women. Working women are suffering and experiencing a high level of stress and depression, and anxiety due to the extreme burden of work, children and family. The demand for women employees is increasing day by day and their contribution to the nation's growth and economic progress is significant. Therefore, it is the joint responsibilities of both organizations and the working women to concern the wellbeing of the working women which in turn will pave a way for a modern society.

Interestingly, employees have started taking charge of their lives and each generation has set out their priorities and demands to deal with work-life balance issues. Through various reports, it is observed that more employees are demanding a five-day workweek where they can

use weekends to attend to personal matters; especially women, middle and senior-level employees. While the young group, below thirty years (1/3 of the total Indian workforce population) is demanding jobs that not only fulfill their career aspirations but also allows them to realize areas of interest in personal life. Career growth and work-life balance are the two most important factors considered by this generation while it comes to choosing a job (Ranbhise, 2011).

Indian women are found to attach more on work-life balance than any other country. Indian women have started turning down a job or stopped pursuing it because of the effect on work-life balance. However, it must be noted that while, women feel that work-life balance is the key to career success; Indian men equally feel the same. Though Indian organizations have responded to the consequences, it is observed that the provisions of work-life balance are limited to information technology (IT) industry or multinational companies in metropolitan cities or are merely statutory.

Remarkably in India, there is still no government policy addressing work and life issues across different sectors. It needs to be remembered that the booming economy of India, globalization, demographic and societal changes, all make a strong case for work-life balance strategies among the Indian organizations. The biannual Nielson study reported that in India, balancing between work and life have surpassed worries about the country's economic slowdown. Achieving the work-life balance is the main worry by 20%; fluctuation and decline in the economy by 13 % cite the economy and 12% cite their parents' welfare and happiness attaining the Indians' 3rd biggest concern (highest among Asian country).

There is several laws and policies relating to the development of women in employment. However, these laws are not always enforcing, and implementation across the vast country is inconsistent. Indian families also benefit from an extended family system, which provides support service to busy working parents. The societal attitude and cultural restriction on working mothers who do paid work outside the house is decreasing even though gender inequity concerning housework, child care, and eldercare do prevail.

The women are working in all employment sectors including the private sector too. The private sector is the apart of a countries economy run by an individual or group or a company's rather than being owned by the state. It is one of the largest employment sectors in the country. The private has created a job for the newcomer and it is one of the major incomes added to the

national income of the country. Also, the private sector promotes and developed human capital by including the weaker section of the society participating in labour market economy. Some of the private sectors based namely the health care industry; hotel and hospitality management sectors and commercial banking institutions are the largest sectors that provide employment and income generator of the country. In addition to this, tackling such huge human resources is a challenge for organizations. Therefore, the need for a work-life balance policy is important for both the employers and the employee.

1.3 Definition of Concept

Work-family balance refers to having a balance of life between work and family. It is about prioritizing of time spent on both work and family. Therefore, it is leading a healthy and satisfying life without confronting between work and family. It is about managing our family time and responsibilities and commitment towards the work without conflict.

“Work-family balance is an individual's orientation across life roles, an inter-role phenomenon, satisfaction, and good functioning at work and at home with a minimum of role conflict” (Campbell- Clark, 2000). “Satisfying, healthy and productive lives that include work, play, and love that integrates a range of life activities with attention to self, to personal and to spiritual development and that express a personal interest and values”, Kofodimos, 1984. It is inter-related and inter-dependent.

Work-life balance is receiving more and more attention as it affects every individual, society, and organizations. "Work-family balance is the extent to which an individual is equally engaged in and equally satisfied with his or her work role and family role" (Greenhaus et al., 2003: 513). Participating in multiple roles can be a good contributor to a healthy life.

Indian society is patriarchal and the role and position of ancient women were obstinate by the cultural practice, family and social structure and the expectation of the society. The roles of traditional India women were viewed merely to perform the role of being a mother and a wife. Women were confined to be a housewife and were expected to perform and fulfilled family responsibilities of looking after children and household choir but it is not conceivable in today's

world. Participation in the workforce has increased the well-being of the family and develops the status of women. For a better home environment and wellbeing, women are found at work.

Quality of Work Life (QWL) may be defined as "the overall quality of the work-life of an individual" Quality of life can be understand as physical health of an individual, the nature of work and amount of income of an individual, the relationship between parents, family members, friends and neighbours, and the emotional well-being such as happiness, contentment, and satisfaction.

The Quality of work-life refers to “the relationship between the worker and his environment adding the human dimension to the technical and economic dimensions within which work is normally viewed and designed”. (De, 1975). Beinum (1974) states that “the quality of the content of the relationship between man and his task”. “Quality of working life is the degree of excellence brought about by work and working conditions which contribute to the overall satisfaction and performance, primarily at the individual level and finally at the organizational level”.

1.4 Theoretical Framework

The spillover theory argues that an individual's life domains are integrated and well-being can be transmitted between life domains. The ecological system theory of Grzywacz and Marks (2000), states that work and life are inter-related and it is a joint function of a person, method and process, situation and time characteristics. The ecological system theory which was later terms as persons-in environment theory identify the negative effect on an individual in contact with his environment. “Individuals and groups have vibrant relationships with their social, physical and natural environments in which they co-exist” (Catsouphes et al., 2006).

Maslow's theory of motivation depicted the complex nature of human needs and satisfaction. Human needs and wants increases as we interact with the wider level of the environment. If a person's needs are satisfied at one level, people seek satisfaction on the other level. According to Herzberg (1968), “the hygiene factors include company policy, supervision, and interpersonal relationships, working conditions, salary, status, and security are the motivating factors”.

1.5 Statement of the problem

The contemporary Indian society has seen an excessive change because of industrialization and globalization affecting the work culture of the organization. Women's economic empowerment is an indicator of achievement in the area of women and development. The main motives of women entering into paid work jobs are to attain better social status and having financial independency to ensure participation and decision making. Women's work participation plays a vital role in women's empowerment. Thus, the execution of dual roles and responsibilities by women resulted in unwanted stress, tension, and strain affecting the overall performances with a great impact on the Quality of life (QoL) of the working women. Similar trends and patterns are being observed in Mizoram state.

There are various studies on work-life balance and working women both at the international and national levels. In fact, a few regional based research studies are available particularly on working mothers who work in the private sector. Therefore, within the context, it is important to have an empirical study on work-family balance and quality of life (QoL) among women working in the private sector in Mizoram to have a better understanding for the promotion of quality of life of working women. Thus, the study attempted to explore the Work-Family Balance and its relationship with the Quality of Life (QoL) among women working in private sector in Mizoram.

1.6 Chapter scheme

Chapter I : Introduction

Chapter II : Review of literature

Chapter III: Methodology

Chapter IV: Results and discussion

Chapter V : Conclusion

Therefore, the work-family balance concept is a contemporary issue in today's world and women, in particular, are mainly affected because of the responsibilities that they deal between work

and home. The stereotype of a woman as a homemaker needs to be change and alternate of the thinking pattern needs urgent change and the society needs to move forward to a new level of thinking the role of men and women at home should not be divided.

The next chapter will present the review of literature related to the study of work-family balance and quality of life among working women research that had been conducted internationally, nationally and regionally to understand the call of the needs for conducting this research.

CHAPTER II

REVIEW OF LITERATURE

This chapter contains literature that is relevant to the present study. The review of literature helps to understand more about the concepts and circumstances of the study. In regards to this chapter, attempts are being made to create the linkages with other appropriate studies. It is divided into four parts.

2.1 Work-Family Balance of working women

Barbara, B & Sonja, D. (2009) on satisfaction with work-family balance among German office workers examined the relationship between work demands, sources as well as work-family balance and satisfaction in two organizations by adopting cross-sectional study. The study explored the expected long duration of time from the organization, job insecurity and the psychological demand of the job. The study found that the expected long duration of time at the organization has a negative influence on the work-family balance of the employees. However, social support and control over personal jobs or tasks have a positive relationship with work-family balance.

Wendy C. et al., (2007) explored the relationship between the sources of social support and their experiences in balancing family and work. His study includes a large number of 1089 women between the ages group of 35 and 50 from three organizations. It was found that work-based and personal social support are associated with work-family balance. Besides, work-based social support and work-family balance are associated with job satisfaction, organizational commitment, and career accomplishment.

Jiafang Lu. et al., (2009) conducted a study among Chinese employed parents on the antecedents and outcomes of fourfold taxonomy of work-family balance. The fourfold taxonomy includes the direction of influence of work-family and the effects viz., a conflict between work and family versus facilitation of work and family. The study found that child care, duration of work, remuneration and family-friendly policy existed in the organization and does not have any negative relationship with the work-family conflict. Besides, spousal support, new marital

experience, supervisor, and support from counterparts is positively significant effecting the components of facilitation in the work and family balance.

According to work-family balance study by Michael R. Frone. (2003) explored work-family balance. The study has reviewed and explored the major influencing factor, the results of work-family balance and the strategy to promote work-family balance. It explored the causes of work-family balance in two variables viz., work-family conflict and work-family facilitation. The role-related causes of work-to-family conflict and family-to-work conflict reside in the work and family domains, respectively. The role environment is related to behavioural involvement and psychological involvement. Major findings pertains to the number of weekly hours devoted to family activities and chores is positively related to levels of family-to-work conflict, whereas the number of weekly hours devoted to work is positively related to levels of work-to-family conflict further psychological family involvement is positively related to family-to-work conflict, whereas psychological job involvement is positively related to work-to-family conflict.

Louise Wattisetet. et al.,(2012) study on the contradictions and complexities involved in work-family negotiation among mothers who have experience in work and family care examined how work-life among working women could be a problematic issue in this contemporary world. The study states that women do not have much leisure time for their care; they are preoccupied with dual responsibilities and it has become a necessary obligation and priority to them. However, the nature of work-family balance changes depending on the aroused conflict and circumstances including adopted coping strategies.

Rabia & Muhammad. (2013) conducted a study on the influence of work-life balance and work-life conflict on the life satisfaction of working women in the higher education sector of twin cities of Pakistan. It was studied among 145 working women of Higher Education University in Pakistan and examined the influencing factor of work-life balance and work-life conflict on life satisfaction of working women. The result shows the difference in life satisfaction of working women is caused by work-life conflict and work-life balance.

Nasreen. (2014) study on the family-work conflict among working mothers in UAE among married women employees living with children and analyzed the experience of family-

work conflict by working mothers in the UAE educational sector. The result shows that family-work conflict has a negative influence on the work-related outcomes of the working mothers.

Teresa Ciabattari. (2007) studied on single mothers, social capital, and work-family conflict and examined the work-family conflict among low-income and unmarried mothers. Further, it probes the way social capital influences the work-family conflict. Besides, the study also examined the outcomes of both the social capital and the work-family conflict that influence the employment pattern. The result shows that among the unmarried mothers, the social capital has reduced work-family conflict, which means employed unmarried mother has a lesser conflict on work and family while un-employed mother has faced high levels of work-family conflict.

Orogbu Lilian Obiageli, Onyeizugbe Chinedu Uzochukwu & Chukwuemeke Deborah Ngozi. (2015) conducted a study on work-life balance and employee performance of commercial banks in Lagos among 262 respondents. The study shows that the lack of flexible working policies of commercial banks influences the performance of employee productivity. Further, the result also shows that the employees' leave policy influences the employees' work-life and service delivery. The study found that leave policy is the motivating factor for the employee.

Rajesh, K. & Nishant, D. (2014) conducted a study on work-life balance and job satisfaction among 150 working women of the banking and educational sector in Bhopal, India. It highlights the working space and women's perception of work-life balance and job satisfaction. The study examined the impact of work-life balance on the job satisfaction and the institutional help provided by the organizations. The result shows that there is a relationship between job satisfaction and institutional help provided to the employee and the result also shows that employee-oriented policies and social support are the main factors to achieve the work-life balance.

Pandu, A. et al., (2014) conducted a study on the assessment of work-life balance among married women employees from IT and ITeS organizations in Chennai, India among 160 respondents and measured various variables such as work-life balance, the amount of workload and responsibilities, the nature of working environment and the nature of family dependants and absenteeism. The result of the regression analysis shows that the variables have strongly contributed to a sense of balance among the respondents. However, the working environment

does not affect work-life balance. The most significant factor which influenced work-life balance was feelings about work (for the IT employees). This aspect has an impact on the way work is viewed. There is an increase in commitment, turnover intentions, and satisfaction, chances of achieving a better work-life balance increase. Besides, the absence from work and family dependent affect the work-life balance of an employee's among IT sector. The expectation was on the work environment to be enhancing the work-life balance of the respondents. However, the working environment and the amount of workload and, the responsibility of the respondents affect the work-life balance of the employees.

Alison A. Rife & Rosalie J. Hall. (2015) study on work-life balance provide a glaring understanding of work-life balance. According to them, work-life balance is defined as the extent to which an employee experiences full filled and enjoy their work and met their needs at both work and non-work facets of life.

Viveka, G. (2015) study among 105 female nurses in a different department on work-life balance and analyzed the type of work-related stress experienced and the major influencing factor of stress experienced. The study also examined the influencing factor of the work-life balance. The result shows that the majority have difficulty in striking balance between work and family. The result also reveals among the stressors the respondents experienced health-related issues due to working for long hours and work overload. The result reveals the need for implementation of family-friendly policies to strike a balance between work and family.

Hani, F. F. (2017) conducted an empirical study on assessing working mothers' quality of life among 50 mother's working in private banks in Sylhet metropolitan city, Bangladesh. A semi-structured questionnaire was used for data collection and adopted a stratified sampling method. The result reveals that the working mother's life is hampered by many different factors. Work overload on account of nursing, feeding and sleepless night causes a great deal of stress. The study points out the importance of praise and reward which may be used as a tool for motivating working mothers for better balance maintaining and have a quality life. For that reason, working mothers have to decide the priority of the work. Sometimes widespread demand from different actors like husband, mothers, children, and relatives makes stress on the employees.

Shakil. (2011) study on working women work-life conflict among banking sector in Pakistan found that there is a strong correlation between workplace environment and household responsibilities to women work-life conflict while women working potential and workplace environment are negatively related whereas there was a significant relationship on household responsibilities and workplace environment to women work-life conflict.

Cooklin, R. et al., (2014) conducted a study on mothers' work-family conflict and enrichment: associations with parenting quality and couple relationships among 2151 working mothers having 4 to 5 year old children in Australia. The results show the existence of partial support from family. Further, the negative experiences in the workplace affect the relationship between partners. Alternatively, the positive workplace improves the mothers' inter-personal skills and tolerance and also provides better relations and interactions with an intimate partner.

2.2 Quality of life of working women

The article on the work-life balance of working women perspectives on the family-friendly policies and quality of work-life issues in Oman by Belwal, S & Belwal, R. (2014) the study explored management of the family responsibilities, a flexible working policy as an influencing factor on the performance of work and family. It highlights the challenges that women encounter. The study was conducted in Muscat and Sohar among 100 respondents from service and manufacturing organizations and found that the family-friendly policies retain the employee and reduce stresses among the employee and increased motivation, loyal and productive in the workforce. The result shows that the responsibility of an individual in balancing work and family life. The results also reveal employee's benefits given by the private sector have a positive impact on the employees in balancing work-life than the government organizations which did not offer such benefits to the employee. The study also shows that government interventions are necessary for helping women to achieve good QWL.

Joshi Upasna. (2009) Antecedents of leadership behaviour Its influences on quality of work-life and organizational commitment gave the conceptual understanding and the need to developed new skills and management techniques to control and manipulate resources and capabilities by improving employees attitude on workplace improved performance, higher profitability and greater market value.

Khan, A. (2018) conducted a study on quality of life (QoL) among 80 married working women and housewives between the ages of 25 – 40 years at Bijnor, Uttar Pradesh, India. The study shows that there were psychological, environment and social differences in both the group whereas there was no difference found on the physical health of both married working mothers and housewives.

Kaur, R. (2013) had assessed the quality of life of the working women and housewives in Ludhiana District, Punjab, India. The study was conducted among 120 respondents. The results show that the overall quality of life of the working women and housewives were found between good and average, it is also found that there was no difference in the psychological aspects of quality of life among the working women and housewives. However, it is found that the economic condition and physical health of working women are happy and healthy than housewives while housewives are better in socialization. The results on the relationship between quality of life with other characteristics show that the general caste section of people is better in attaining a quality of life than belonging to a scheduled and backward caste. Further, the study also shows that the respondents belonging to the nuclear family are found better in attaining the quality of life than the respondents belonging to the joint family. Lastly, the assessments on the educational qualification of the respondents, the respondents who have above school level are found the better-having quality of life than the respondents who have education up to school level. The study of the composite index revealed that the overall quality of life of the working women is found better in attaining the quality of life than the respondents of housewives.

Maiya, S. (2014) conducted a study on the work-life balance of working mothers among 110 employees of the public sector and private sector in Bangalore city, Karnataka, India. The study examined personal factors, balance, organizational support, and motivational factors, etc. The study reveals that working women from both sectors have difficulty in balancing work and family responsibility. Moreover, there is a significant relationship between the difficulty experienced and the various factors such as personal institutional help and support. And the result also shows the significant relationship with the career goal and the institutional help have a positive relation to the psychological factor of the employee's.

Yadav, R. K., & Dabhade, N. (2013) conducted a study on the work-life balance among the working women in public sector banks. The study was conducted among 100 women employees of SBI, Bhopal to understand the working environment and the perception and the effects of the initiative and policies of banks. The result shows that working women's health both psychologically and physiologically is affected due to the high pressure of the working environment. The result revealed that the respondents were happy with the working schedule provided by the organization. However, the respondent revealed physical stressed and mental pressure on the job. In spite of satisfaction with the working hours late working (over-time) and evening shift interrupts their work-life balance.

Sundaresan, S. (2015) conducted a study on the implications of work-life balance on working women among 125 working women in Bangalore, India. The result shows that the majority of respondents suffer the burden of work-related stress. Also, the majority of the respondents' experience work interferes with family life due to the long working hours. Another factor reported were difficulty in meeting other's expectation. Besides, working women in India are not exempt from fulfilling social obligations. The result also reveals employee experience of stress and anxiety mainly due to the inability to manage their time between work and family. The study revealed that work overload, social expectations and lack of self-care time are the major factors affecting work and family balance of the working women.

2.3 Relationship between work-family balance and quality of life of working women

Greenhaus, Collins, & Shaw. (2003) had conducted a study on the relationship between work-family balance and quality of life among professionals' employees in public accounting, in the USA. The study examined three components of work-family balance, respondent was interviewed on the equal time they spent on work and family, the amount of time spent on the involvement between work and family and the level of satisfaction on both work and family. The result shows that the higher the time spent on family activity over work experience a better quality of life. The higher the amount of time spent on work, decrease the level of satisfaction and poorer quality of life.

Bhola, S. (2016) conducted a study on the relationship between work-life balance and quality of life of women working in the service industry among 379 in Satara district,

Maharashtra, India. The result shows that in the case of QOL, QWL positively affects QOL on the physical domain, and in the evaluation of self-perception, clothing, and self-control, cognition. However, the result reveals the negative effect on the health-related and intake of proper nutritional food, physical exercise, and self-care and personal hygiene. In regards to a domain on belongingness of QOL samples, physical belongingness has a negative effect in comparison to social and community belongingness of the belonging domain of QOL. Further, QWL had a positive impact on the living conditions, self-esteem, status in society, and overall life satisfaction. However, it harmed their sleeping pattern, of becoming a parent. Hence, a high degree of QWL in the service industry is positively associated with WLB of working women which automatically leads to better QOL of working women.

Paryani, S. (2014) conducted a study on the work-life balance among 200 faculties of Engineering & Management Institutes in Mumbai & Pune region, India. The result shows that there is a relationship between work and life balance with the working policies of the organizations to some extent. Further, the study analyzed on the relationship between the facilities provided among the employee such as leave policy, child-care policy, etc are found to have an association with the work-life balance of the employees but not highly significant to work-life balance.

Kluczyk, M. (2013) study on the impact of work-life balance on the well-being of employees in the private sector in Ireland among 114 employees and the study examined the level of satisfaction with the family, the level of satisfaction on work, the type of psychological stress encounter by the employees and the impact of work-life balance on the well-being of the employees determining factors of work-family conflict. The result shows that there is a negative effect of poor working life including poor working environment mainly affected due to the high level of work-family conflict and family-work conflict on the family satisfaction. Moreover, the result further shows that there is a negative effect mainly due to work-family conflict on work satisfaction and psychological health. However, regarding the work satisfaction and psychological health of the respondent were not negatively affected by the family-work conflict. Lastly, the result shows the major cause factor of work-family conflict is seen as the long working hours and inflexible work timing.

Valk, R., & Srinivasan, V. (2011) conducted a qualitative study on the work-family balance of Indian women software professionals in Bangalore, India. The study aims to understand factors influencing work and family balance among Indian women working in IT sector. The result shows that the career and life choice of women are influenced by family, social expectations, family tradition, honor and welfare. Confrontation on individual space and at society level creates tension for the development of women which is the main factor affecting the work-family balance of the women. The exploration concluded that married women have difficulties in identifying their role due to the dual role played by women at home and at work further result in poor relationship between the partners.

Supriya, N. (2006) conducted a study on gender differences in the perception of work-life balance among 110 employees of IT sectors among men and women in Chennai, India to understand issues related to work-life balance. The result shows the reason for not able to spend quality time with the families because of the workload pressure encounter by the employees. The study found that women are greatly affected by home life than men. However, the result shows no significant relationship between variables and gender.

The article on the work-life balance of women employees by Rangarajan, B. (2017), documented the impact of multiple roles and implications of women performance on work and family. The social status of women has impacts on the health and well-being of professional women. Most women employees experience conflict between work and family roles due to long hours of work, inflexible work schedule, amount and frequency of overtime required and unsupportive supervisor as well as the poor working environment. The article found that married women who play dual role experienced lesser work-related stress and psychologically healthy and they seem to enjoy life with a higher self-esteem than the unmarried women. Finally, the result shows that there is a positive association between the unemployed women and multiple roles and good mental health with women who liked their job and home life.

There is copious literature on the education and banking sector where only a few studies have encountered in the area of hospitality and unorganized sector on the work-family balance (WFB) and quality of life (QoL) of working women. The literature available on work-family balance (WFB) and quality of life (QoL) among working women is scanty and not organized for

the North East region, India. A research study has been recently conducted on work-family balance and quality of life among working women in the health care sector in Lawngtlai and Saiha towns, Mizoram (2017). So, therefore, it is important to have an empirical research study on work-family balance and quality of life among women working in the private sector, Mizoram.

Research Gaps:

- Internationally there are several research studies on work-family balance aiming to understand job satisfaction but only limited studies available in India that mainly examine the performance of the Employees.
- The studies conducted on Work-family balance in India are mainly in the public sector and very few studies have been conducted in the private sector. Thus, it is restricted and confined to certain professions only.
- Most of the research studies on work-family balance targeted improvement in the work performances. However, rare studies emphasize on work-family balance and its impact on the quality of life of an individual.
- Also, geographical variation is encountered in conducting such nature of research study in India. Hence, a few research study found on work-family balance in the context of North-East India & Mizoram.

Therefore, it is important and relevant to study the work-family balance and quality of life of working women with further intuition on women and development & women and empowerment.

The next chapter will present the methodology of the research. It will consist of research design, sampling, and tools of data collection, data processing and analysis of processed data in detail which will give a clear picture of the methodology adopted for the present study.

CHAPTER III

METHODOLOGY

This chapter mainly deals with the research methodology and design. The present study includes sample design, tools of data collection, data processing and analysis of processed data.

The present study was exploratory in design and descriptive in nature. The present study does not utilize standardized scale as the study is exploratory in design of Work-Family Balance of Women Working in Private Sector in Aizawl District, Mizoram. The unit of the study comprises of working women in the private sector between the age group of 18 years and 45 years residing in Aizawl district, Mizoram, India. The study follows a mixed-method approach such as quantitative method and qualitative method.

3.1 Objectives

1. To study the work-family balance of women working in private sector in Aizawl district (hospital, hotel and commercial bank).
2. To assess the quality of life of working women.
3. To understand the relationship between work-family balance and quality of life of working women.
4. To suggest measure for social work intervention for the promotion of work-family balance and wellbeing of working women.

3.2 Source of data collection

The primary data was collected through a quantitative method using a semi-structured interview schedule and the qualitative information is collected through Focus Group Discussions (FGDs) and case studies (5). The secondary data was collected through literature surveys, reports, documents, journals, and open access articles, etc.

3.3 Method of sampling

A purposive sampling procedure was adopted to collect the data. The criteria of selection of sample include working women and a mother who bears at least one child. The unit of the

study was individual working women between the ages of 18 years to 45 years who have at least one child working in private sectors in Aizawl district, Mizoram, India.

The study was conducted among 60 working women in the hospital, 25 working women in a hotel and another 35 working women in a commercial bank. The study has a total sample size of 120 respondents.

3.4 Tools for data collection

A semi-structured interview schedule, Focus Group Discussions, and Case Studies were used for data collection. Quantitative data were collected through the administration of a semi-structured interview schedule. Qualitative data were collected through Focus Group Discussions (FGDs) and Case studies. The Quantitative data were collected using a Kobo collect application. The study comprised three main sources of qualitative and quantitative information to enable in-depth analysis that is semi-structured interview schedule at an individual level, group discussions with variances of working women in three private sectors.

3.5 Data Processing and Analysis

The quantitative data collected through a semi-structured interview schedule was processed through Microsoft excel and analyzed with the help of SPSS software. Cross tabulation, simple percentage ratios, Kruskal Wallis test, and Karl Pearson's product-moment correlation and Spearman's rho tests were used to analyzing the data. Results and findings of both the quantitative and qualitative methods are presented.

3.6 Field of the study

The present study had been conducted in three private sectors in Aizawl District, Mizoram such as Hospital, Hotel, and Commercial bank. The list of private hospital where the study was conducted such as LRM hospital, Greenwood hospital, Ebenezer hospital, Nazareth hospital, Grace hospital and Synod hospital followed by the private hotel where the study was conducted includes Hotel Regency, Grand hotel, Hotel Floria, JIT hotel, Tavern hotel, Hotel Esquare, Chawlhna hotel, Hotel Chief. The list of a commercial bank where the study was conducted includes certain branches of Axis Bank, IDBI Bank, HDFC, ICICI. The field of study includes various parts of Aizawl city within Aizawl Municipal council area. The pre-testing of

the tools construct was done among ten numbers of respondents and the necessary changes were made and additional requirement was also done.

3.7 Limitation of the study

The study is conducted only among women working in the private sector in Aizawl district and who bears at least one child. Therefore, the respondents of the study were less in numbers and the duration of the study is a short period.

The study was carried out within three private sectors of working women in the Aizawl district only and may not represent the issues of all working women in the private sector.

The methodology is a specific procedure or techniques used to identify and select a topic, the present study will be following the above techniques mentioned in the process of the research. The next chapter will consist of results and discussion of the data collected through both quantitative and qualitative in a descriptive nature.

CHAPTER IV

RESULTS AND DISCUSSION

The study attempts to understand the Work-Family Balance (WFB) and Quality of life (QoL) among working women in a Private sector in Aizawl district, Mizoram. For study purpose, the private sector such as a hospital, a hotel and a commercial bank were selected. The sample units compose of 120 working women engaging in the above-mentioned sector and were distributed as 60 women respondents from the hospital, 25 women respondents from the hotel and other 35 women respondents from the commercial bank. In addition, qualitative exploration was made by conducting a focus group discussions (FGDs) and case studies. Chapter IV has presented the results and discussion comprises of personal characteristics, professional characteristics, work-load of the respondents, Worried of works at home, role play at home, stress experience at home, time management, availed leave from work, work-family balance (WFB) and work-life balance (WLB), factor affecting work life and family life commitments, support system, involvement, institution help in managing work-life balance (WLB) and its correlation of work-family balance (WFB).

The table was tabulated on the basis related to different sections.

4.1 Socio-economic Characteristics of the Respondent

The socio-economic characteristics of the respondent show basic information about the respondents. This section comprised of the personal characteristics as well as professional characteristics of the respondents respectively.

4.1.1 Personal characteristic

The primary data in table 1 highlighted the personal characteristics of women working in a private sector in Aizawl district, Mizoram. The personal characteristics comprised of age group, educational standard, marital status, type of family and number of children held by the respondent.

Table 4.1.1 Personal characteristics of the Respondents

Sl. No	Characteristic	Work Place			Total N = 120
		Hospital n = 60	Hotel n = 25	Bank n = 35	
I	Age Group				
	18 - 23 yrs	0 (0.0)	2 (8.0)	0 (0.0)	2 (1.7)
	24 – 28 yrs	6 (10.0)	5 (20.0)	3 (8.6)	14 (11.7)
	29 – 33 yrs	14 (23.3)	4 (16.0)	11 (31.4)	29 (24.2)
	34 – 38 yrs	18 (30.0)	4 (16.0)	10 (28.6)	32 (26.7)
	39 – 43 yrs	22 (36.7)	10 (40.0)	11 (31.4)	43 (35.8)
II	Educational Status				
	High school	5 (8.3)	18 (72.0)	3 (8.6)	6 (21.7)
	Higher secondary	38 (63.3)	6 (24.0)	6 (17.1)	50 (41.7)
	Graduate	16 (26.7)	0 (0.0)	23 (65.7)	39 (32.5)
	Post Graduate	1 (1.7)	1 (4.0)	3 (8.6)	5 (4.2)
III	Marital Status				
	Married	53 (88.3)	13 (52.0)	27 (77.1)	93 (77.5)
	Single mother	1 (1.7)	8 (32.0)	3 (8.6)	12 (10.0)
	Widow	3 (5.0)	2 (8.0)	2 (5.7)	7 (5.8)
	Divorced	3 (5.0)	1 (4.0)	3 (8.6)	7 (5.8)
	Re-married	0 (0.0)	1 (4.0)	0 (0.0)	1 (0.8)
IV	Types of Family				
	Nuclear	33 (55.0)	14 (56.0)	27 (77.1)	74 (61.7)
	Joint	27 (45.0)	11 (44.0)	7 (20.0)	45 (37.5)
	Extended	0 (0.0)	0 (0.0)	1 (2.9)	1 (0.8)
V	Number of children				
	One	20 (33.3)	14 (56.0)	10 (28.6)	44 (36.7)
	Two	18	4	17	39

		(30.0)	(16.0)	(48.6)	(32.5)
	Three	22 (36.7)	7 (28.0)	8 (22.9)	37 (30.8)

Source: Computed

Figures in parentheses are percentages

The personal characteristics comprise of age group and educational status and the analysis indicated the factor affecting the work-family balance of working women. A maximum of more than one-third of the respondents falls under 39-43 years of age group, followed by 34-38 years and 29-33 years respectively. However, 24-28 age groups contributed approximately one-tenth and a minimum of the respondents are belonging to 18-23 age group. The workplace of the respondents shows that two-fifth of the total respondents are engaging in hotels, followed by more than one third of the respondents working in hospitals and less than one-third of the respondents working in the commercial banks.

The second personal characteristics of the respondents' educational qualification were classified into four educational standards as high school, higher secondary, graduation, and post-graduation. The educational status of the respondents shows that a maximum of two-fifth of the respondents completed their higher secondary education followed by nearly one-third of the respondents who had graduated. Thirdly, another one-fifth of the respondents have completed till high school which implies on the large number of respondents working in a hotel. However, a minimum of less than five percent of the respondents has completed post-graduation. Regarding the educational standard and workplace of the respondents, nearly three-fifths of the entire respondents who had attained high school education is working in a hotel and the equally less than one-tenth are working in commercial bank and hospital. A maximum of nearly two-third of the respondents who had attained higher secondary school education are working in a hospital, followed by more than one-fourth of the respondents working in a hotel and the other one-sixth of the respondents are working in a commercial bank. Further, nearly two-thirds of the respondents who graduated are working in commercial bank and more than one-fourth are working in hospital. The workplace distribution among the post-graduated respondents shows that less than one-tenth of them are working in commercial banks and less than five percent are working in a hotel and the other 1.7% of the respondents is working in private hospital.

The marital status, types of family and number of children of the respondents has implications on work-family balance. The data shows that a maximum of three-fourth of the

respondents is married employees, followed by one-tenth of the respondents who is a single mother. Respondents who are a widow and divorced employees accounted for 5.8% each respectively. Further, a minimum of less than 1% of the respondents are re-married. The workplace of the respondents shows that a maximum of more than the forth-fifth of the married respondents are working in hospitals, followed by three-fourth of the respondents working in the commercial banks and more than one-half of the respondents are working in a hotel. Among the respondents who is a single mothers, a maximum of nearly one-third of them worked in the hotel followed by less than ten percent working in a commercial bank whereas a minimum of 2% are working in a hospital. However, the general observation on the table highlighted that the respondent's women who are divorced are mostly work in hospitals and commercial banks.

The type of family where the respondents belongs to is an important indicator in work-life as well as work-family balance. The table shows that more than three-fifth of the total respondents are belonging to *nuclear family* and more than one-third of the respondents are belonging to *joint family* while a minimum of less than one per cent are belonging to extended family. In regards to the work place of the respondents ,a maximum of three-fourth of the respondents who are belonging to nuclear family are working in commercial banks, followed by just more than a half of the respondents who are working in hotels and hospitals respectively. Among the respondents belonging to joint family nearly half of them are working in hospital and in the commercial banks respectively and the other one-fifth of the respondents are working in hotels. A minimum of 2.9% of the respondents are working in commercial banks. However, among the respondents belonging to extended family there are no respondents working in hospitals and or in the commercial banks.

The number of children held by the respondents' shows that more than one-third of the respondents are having one child, followed by nearly one-third and more than one-fourth of the respondents who are having two and three children. The number of children and the work place of the respondents shows that a maximum of more than half of the respondents having one child are working in hotels, followed by one-third of the respondents working in commercial bank and more than one-fourth of the respondents are working in commercial banks. Among the respondents having two children, nearly half of the respondents are working in commercial bank followed by nearly one third of the respondents working in hospitals. While a minimum of one-

sixth of the respondents are working in hotel. Among the respondents having three children, more than one-third of the respondents are working in hospital followed by more than one-fourth of the respondent working in the hotel and more than one-fifth of the respondents are working in the commercial bank.

4.1.2. Professional characteristics of the respondents

The Professional characteristic of the respondents includes the professions, years of experience followed by the respondent's monthly income. It is one of the factor determining the work-family balance because the time devoted by the respondents to the nature of work and years of experience in terms of striking work-family balance, roles and responsibilities and rate of salary of the respondents which has an influence on the *work-life* as well *work-family balance* among the women working in private sector.

The first professional characteristics profession of the respondents is categorized into eleven professions as medical doctor, nurse, technician, clerical staff, receptionist, food & beverage assistant, housekeeping assistant, kitchen porter, bank manager, accountant and cashier. The work experience of the respondents was also explored. The years of experience was classified into four groups as experience between 6months- 1 year (known as probation period), experience between 1-3 years, experience between 4-5 years and respondent's experience between 6 years and above. The economic condition of the respondents was presented on the basis of the respondent's monthly income that is ranging between Rs 10,000 and Rs 40,001& above per month.

The table 4.1.2 on the profession of the respondents are explored and the data shows that a maximum of two-fifth of the respondents are working in nursing care. The other profession carried out by the respondents are diverse and minimal too. The percentage obtained by the profession of the respondents are given in descending order as 16% cashier, 10.8% housekeeping assistant, 8.3% clerical staff, and 6.7% bank manager. While, less than five per cent of the respondents are engaging in the following profession like food and beverage assistant, kitchen porter, accountant and receptionist, technician and a medical doctor.

Table 4.1.2 Professional Characteristics

Sl. No	Categories	Work place			Total N=120
		Hospital n-60	Hotel n- 25	Bank n- 35	
I	Profession				
	Medical doctor	1 (1.7)	0 (0.0)	0 (0.0)	1 (0.8)
	Accountant	0 (0.0)	0 (0.0)	3 (8.6)	3 (2.5)
	Cashier	0 (0.0)	1 (4.0)	19 (54.3)	20 (16.7)
	Nurse	50 (83.3)	0 (0.0)	0 (0.0)	50 (41.7)
	Technician	2 (3.3)	0 (0.0)	0 (0.0)	2 (1.7)
	Clerical staff	6 (10.0)	0 (0.0)	4 (11.4)	10 (8.3)
	Receptionist	1 (1.7)	2 (8.0)	0 (0.0)	3 (2.5)
	Food & Beverage assistant	0 (0.0)	6 (24.0)	0 (0.0)	6 (5.0)
	Housekeeping assistant	0 (0.0)	12 (48.0)	1 (2.9)	13 (10.8)
	Kitchen Porter	0 (0.0)	4 (16.0)	0 (0.0)	4 (3.3)
	Bank Manager	0 (0.0)	0 (0.0)	8 (22.9)	8 (6.7)
II	Year of Experience				
	Probation	1 (1.7)	5 (20.0)	1 (2.9)	7 (5.8)
	1 – 3 years	11 (18.3)	10 (40.0)	11 (31.4)	32 (26.7)
	4- 5 years	10 (16.7)	5 (20.0)	12 (34.3)	27 (22.5)
	6 years and above	38 (63.3)	5 (20.0)	11 (31.4)	54 (45.0)
III	Monthly income (Rs)				
	<10000	2 (3.3)	7 (28.0)	1 (2.8)	10 (8.3)
	10001-20000	9 (15.0)	9 (36.0)	15 (42.8)	33 (27.5)
	20001-30000	11 (18.3)	7 (28.0)	10 (28.6)	28 (23.3)
	30001-40000	8 (13.3)	2 (8.0)	4 (11.4)	14 (11.7)
	40001 & Above	30 (50.0)	0 (0.0)	5 (14.3)	35 (29.2)

Source: Computed

Figures in parentheses are percentages

The years of the experience of the respondents shows that a maximum of nearly half of the entire respondents are having an experience of 6 years or more. This is followed by one-fourth of the respondents who are falling between 1 and 3 years of experience. Thirdly, just more than one-fifth of the respondents are having experience between 4-5 years and a minimum of five percent of the respondents are on a probation period. Among the respondents working 6 years and above, a maximum of nearly two-third of the respondents are working in hospital followed by less than two-fifth of the respondents who are having experience of more than 1–3 years and 4-5 years respectively while a minimum of (1.7%) of the respondents are on probation period. Among the respondents working in hotel two-fifth of the respondents are having a work experience of between 1 and 3 years. This is followed by an equal distribution of one-fifth each of the respondents having an experience between 6months and 1 year, 4 and 5 years and 6 years & above. Among the respondents working in banking sector more than one-third of the respondents are having an experience of 4 and 5 years followed by an equal distribution of nearly one-third of the respondents having working experience of 1 to 3 years and 6 years & above and a minimum of (2.9%) of the respondents are on probation period.

As shown in Table 4.1.2 on the professional characteristics of the respondents a maximum of more than one-fourth of the respondents has a monthly income of Rs 40,001 and above followed by more than one-fourth of the respondents whose monthly income ranging between Rs 10,001 and Rs 20,000. More than one-fifth of the respondents have monthly income range between Rs 20,001 and Rs 30,000 and another more than one-tenth of the respondents monthly income is ranging between Rs 30,001 and Rs 40,000. Thus, a minimum of less than ten per cent of the respondents' monthly income is below Rs 10,000.

In regard to the monthly income and work place of the respondents that more than one-fourth of the respondents' monthly income is below Rs 10,000 and these respondents are found among the hotel employees followed by less than 5% (3.3% & 2.8%) of the respondents working in hospital and commercial bank have an income below Rs 10,000 respectively. Among the respondents working in commercial bank nearly two-fifth of the respondents are having a monthly income between Rs 10,001 and Rs 20,000 followed by one-third of the respondents working in hotel and one-fifth of the respondents are working in hospital. Almost an equal distribution of more than one-fourth of the respondents belonging to commercial bank and hotel

have a monthly income range between Rs 20,001 and Rs 30,000 followed by more than one-fifth of the respondent belonging to hospital employees. Among the respondents working in hospital more than one-tenth of the respondents are having a monthly income between Rs 30,001 and Rs 40,000 followed by ten per cent of the respondents working in commercial bank. However a minimum of less than ten per cent of the respondents working in hotel have a monthly income between Rs 30,000 and Rs 40,000. Lastly, half of the respondents working in hospital have a monthly income more than Rs 40,001 followed by less than two-fifth of the respondents working in the commercial bank. However no respondents from the hotel employees are found in this range of monthly income.

4.2 Work load of the respondents

The work-family balance of the respondents are assess through working timing and working hours, satisfaction with working hours of the respondents, reason for un-satisfaction, work over time and reason for work over time.

The work timing/shift of the respondents is another relevant factor to work-life balance of the respondents. The work timing of the respondents is classified into morning, day, afternoon, evening and night shift. The table 4.2 on the work timing of the respondents shows that a maximum of nearly tree-fourth of the respondents are working in day shift followed by nearly one-sixth of the respondents who are working in an evening shift. Equally a minimum of less than five percent of the respondents are working in morning and or in night shift. The work timing/shift and the work place of the respondents' shows that among the respondents who are working in bank, all of the respondents are working in day shift. And among the respondents working in hotel a maximum of four-fifth of the respondents are also working in a day shift and this is followed by less than ten percent of the respondents who are working either in a morning or evening shift. Among the respondents working in hospital, more than two-fifth of the respondents are working on a day shift followed by more than one-fourth of the respondents working in an evening shift. As hospital demanded 24/7 working staff, nearly one-sixth of the respondents are working in a night shift and the other less than ten percent of the respondents are working in a morning shift.

Table 4.2 Work timing and working hours, satisfaction with working hours of the respondents

Sl. No	Work duration	Work place			Total N-120
		Hospital n-60	Hotel n-25	Bank n-35	
I	Work Timing: Shift				
	Morning shift	3 (8.6)	2 (9.5)	0 (0.0)	5 (6.0)
	Day shift	16 (45.7)	17 (81.0)	28 (100.0)	61 (72.6)
	Evening shift	11 (31.4)	2 (9.5)	0 (0.0)	13 (15.5)
	Night shift	5 (14.3)	0 (0.0)	0 (0.0)	5 (6.0)
II	Working Hours				
	4 – 6 hours	11 (18.3)	1 (4.0)	0 (0.0)	12 (10.0)
	7 – 9 hours	38 (63.3)	21 (84.0)	29 (82.9)	88 (73.3)
	10 – 12 hours	11 (18.3)	2 (8.0)	5 (14.3)	18 (15.0)
	More than 12 hours	0 (0.0)	1 (4.0)	1 (2.9)	2 (1.7)
III	Satisfied with working hours				
	Yes	51 (85)	23 (92.0)	27 (77.1)	101 (84.2)
III(a)	Reason for un-satisfaction				
	No assistant at home	1 (11.1)	0 (0.0)	0 (0.0)	1 (5.3)
	Less time to attend the family member	5 (55.6)	1 (50.0)	8 (100.0)	14 (73.7)
	Insufficient/inefficient staff at work	2 (22.2)	1 (50.0)	0 (0.0)	3 (15.8)
	Busy with young children	1 (11.1)	0 (0.0)	0 (0.0)	1 (5.3)
IV	Work over time				
	Yes	41 (68.3)	15 (60.0)	28 (80.0)	84 (70.0)
IV (a)	Reason for work over time				
	Inadequate staff	31 (93.9)	10 (76.9)	11 (78.6)	52 (86.7)
	Inefficient colleague	0 (0.0)	1 (7.7)	0 (0.0)	1 (1.7)
	Requested by senior colleague	1 (3.0)	1 (7.7)	2 (14.3)	4 (6.7)
	Not timely relieved	1 (3.0)	1 (7.7)	1 (7.1)	3 (5.0)

Source: Computed

Figures in parentheses are percentages

The working hours/duration of working per day by the respondents is another important factor to work-family balance. A maximum of nearly three-fourth of the respondents are working for 7 to 9 hours daily followed by one-sixth of the respondents working between 10 to 12 hours per day and one tenth of the respondents are working for 4 to 6 hour/day. However, another 1.7% of the respondents are working for more than 12 hours per day. The work place and working hours of the respondents shows that a maximum of nearly one-fifth of the respondents working in hospital are found working for 4 to 6 hours a day followed by less than five percent of the respondents are working in the hotel whereas no respondents are found working between 4-6 hours a day in commercial bank. The data shows that a maximum of 84%, 82.9% and 63.3% of the respondents working in the hotels, commercial bank and hospital are found working between 7 and 9 hours a day. The distribution of the respondents' working between 10 and 12 hours in a day shows (18.3%, 14.3%) and (8%) working in hospital, bank and hotels respectively. The lengthiest working hour of the respondents is more than 12 hours in a day and it is found among the respondents working in hostel and commercial bank as are less than five percent each. However, no respondents are found working more than 12 hours a day among the respondents working in the hospital. Therefore, the table show that maximum of the respondents regardless of the work place are found working for 7 to 9 hours in a day.

The satisfaction level on working hours of the respondents was presented. The satisfaction on working hours investigated the respondent's satisfaction level with the working hours that in-turn determining to the work-family balance. The data shows that a maximum of more than four-fifth of the entire respondents are satisfied with the present working hours that is between 7 and 9 hours in a day. However, nearly one-sixth of the entire respondents are not satisfied with the given working hours.

Therefore, it is important to have further exploration on the reasons for un-satisfaction with the given working hours of the respondent as one-sixth of the entire respondents are unsatisfied with their working hours. The data shows that a maximum of nearly fourth-fifth of the respondent were not satisfied with the working hours because they felt that they have less time to attend the family members. This is followed by one-sixth of the respondents who are quoting inadequate number of staff at workplace where the respondents are managing the

workload. Further, less than five percent of the respondents reported that they do not have assistance at home and also the respondents has less time to attend their young children.

The so call extra or additional working hour/ work over time that is beyond the stipulated working hour of the respondents are explored. The data shows that a maximum of more than two-third of the respondents are working beyond the stipulated working hours. The data shows the overtime work by the respondents are given in descending order as due to inadequate number of staff (86.7%), as requested by senior colleagues for particular work or reason (6.7%), due to unpunctuality that is the late and untimely relieve from duty by colleagues (5%) and also due to the inefficiency of colleagues (1.7%) that is mainly negligence of duty.

4.3 Worried of works at home

The most important factors to balancing between work and family is the mental health of the respondent. Table 4.3 explored the worries of the respondents that is affecting the work and is classified into worry work at home and the reason for worrying on work even when the respondents are away from work. The reasons are classified into four categories as due to incompleteness of assigned work during the given working hours and had to take home and continue the pending work. Secondly, worrying work because of inefficient colleagues who had not responsible for the work. Thirdly, due to the lack of professionalism by other colleague including the unethical practices, and less sincerity on the work. Finally, due to the dissatisfaction on the performance of the respondent themselves and or the colleagues where the respondent is accounted for.

Table 4.3 Worry on work

Sl. No	Worries	Work place			Total N-120
		Hospital n-60	Hotel n- 25	Bank n-35	
I	Worry work at home				
	Yes	9 (15.0)	5 (20.0)	13 (37.1)	27 (22.5)
I (a)	Reason for worry work at home				
	Incomplete assignment	32 (91.4)	12 (80.0)	16 (94.1)	60 (89.6)
	Inefficient colleague	1 (2.9)	2 (13.3)	0 (0.0)	3 (4.5)

	Lack of professionalism	1 (2.9)	1 (6.7)	0 (0.0)	2 (3.0)
	Unsatisfied with performance	1 (2.9)	0 (0.0)	1 (5.9)	2 (3.0)

Source: Computed

Figures in parentheses are percentages

The respondents worrying at home on related work is given in the table 4.3. The data shows that less than one-fourth of the respondents were worrying their work even while they were at home. However, more than three-fourth of the entire respondents do not worry the work related while at home.

Therefore, further investigation on the reason for worrying work at home by the respondents were given that a maximum of more than four-fifth of the respondents worried their work even when they are at home due to incompleteness of assigned work during the stipulated time and this is followed by less than five percent of the total respondents who are worry work because of the inefficient and less sincere co-worker and of which the respondents have to continue the work. Hence there is an equal distribution of less than five percent of the respondents who had worry their work due to unprofessional and lack of incompetency by the colleague and also due to poor performance and or unsatisfied with the performance induced worries among the respondents even when they were away from work. It is relevant to explore the worries of work by the respondents as it could tremendously result to family-work balance of the respondents.

Further, the nature of the reported reasons for worry of work at home was explored and there is an equal distribution of more than ninety percent of the respondents working in the hospital and in the commercial bank. This is followed by four-fifth of the respondents who were working in the hotel. These respondents mentioned that incompleteness of assigned work during the working hours is mainly due to over loading of work, likely caused by in-proportionate number of staff to work load. Secondly, due to inefficiency of co-worker who do not have adequate skills a maximum of more than one sixth of the respondents working in the hotel and another five percent of the respondents working in the hospital worried about their work at home due to inefficiency of their colleague particularly in the case of critical condition of in-house patients. Thirdly, less than ten percent of the respondents working in the hotel and in the hospital worried work at home due to lack of professional attitude and behaviour shown by the colleague.

Fourthly, a few of (5.9%&2.9%) of the respondents working in commercial bank and hospital respectively worried work at home because of unsatisfactory performance thinking that they might make mistake and receiving complaints from the superior.

4.4 Role at home

It is relevant to identify the major roles performed by the respondents at home in order to understand balancing of work and family. In fact the study is among working women having at least one child and who need to perform dual role at work and at home. The table 4.4 on the major role played by the respondents at home was presented and classified into the general role perform by the respondents at home, the work that is hampering the role at home and the way of hampering mothering role at home which include less time to attend family members, less time for parenting/child care, less time for involvement in child education and not supportive to spouse. The data show that majority of the respondents had a general mother role to perform at home regularly. The remaining less than five percent of the respondents have role to perform at home on irregular basis as they do have support at home. All the respondents working in the hospital had a regular job at home followed by almost an equal number of (92% & 91.4%) the respondents working in hotel and commercial bank had a regular role of mother at home. Over and above less than ten percent (8.6% & 8%) of the respondents working in commercial bank and hotel do not have a regular role to played at home apart from the need arise.

In regards to the mothering role of the respondents that were hampered, the data shows that more than two-third of the total respondents role as a mother at home was hampered by work outside the house whereas another thirty percent of the respondents role as a mother at home was not hampered by work outside the house. So, further exploration was made among more than two-third of the respondent. They reported four ways of role hampering includes less time to attend family members, less time for parenting and child care, less involvement in child's education and not adequately supportive to spouse.

Table 4.4 Role at home of the respondents

Sl. No	Performance	Work place			Total N-120
		Hospital n-60	Hotel n-25	Bank n-35	
I	Regular role at home				
	Yes	60 (100.0)	23 (92.0)	32 (91.4)	115 (95.8)
II	Work hampering role at home				
	Yes	43 (71.7)	19 (76.0)	21 (60.0)	83 (69.2)
III	Way of hampering role				
	Less time to attend family	22 (36.7)	7 (28.0)	5 (14.3)	34 (28.3)
	Less time for parenting/child care	14 (23.3)	3 (12.0)	12 (34.3)	29 (24.2)
	Less involvement in child education	5 (8.3)	8 (32.0)	3 (8.6)	16 (13.3)
	Not supportive to spouse	2 (3.3)	1 (4.0)	1 (2.9)	4 (3.3)
	Not attempted	17 (28.3)	6 (24.0)	14 (40.0)	37 (30.8)
	Total	43	19	21	83

Source: Computed

Figures in parentheses are percentages

The data shows that more than one-fourth of the respondent's role as a mother was hampered in a way having less time to attend the family members and in adequate time to handle responsibilities on family matters. This is followed by nearly one-fourth of the respondents unable to sufficiently nurture their children and taking care-of them. In addition, more than one-tenth of the respondents' role was hampered by finding less time for involvement in children education that is one of the most important aspects of parental involvement. Nevertheless another five percent of the respondent's role was hampered by not being able to support their husband as well as the family matters causing to poor spousal relationship.

In terms of the respondents work place to the role hampered, more than one-third and more than one-fourth of the respondents working in hospital and in the hotel reported of the unable to efficiently attend the family responsibilities and a minimum of nearly one-fifth of the commercial bank employee reported insufficient and less time to attend the family members. With regard to less time for parenting and child care, more than one-third of the respondents working in commercial bank reported insufficient time for parenting followed by nearly one-fourth of the respondents working in hospital put forward that they do not have inner peace and relax mood due to having young children at home. Further, little more than ten percent of the

respondents working in hotel claimed having less time for childcare. In all the three employment sectors, less than five percent of the respondents reported that their role as a mother was hampered by being unsupportive to their spouse this means that the spouse have to take up all the responsibilities and each and every family affairs are not shared between the couple openly.

4.5 Work related Stress at Home

It is obvious that the unsatisfactory role performances are one of the major stressor affecting the mental process of the respondents. And the experience of this stress at home by the respondents is an important factor to balancing between the work and the family. The study attempts to explore the experience of stress by the respondents and the type of stress experienced are presented in table 4.5. The data shows that a maximum of more than four-fifth of the total respondents experienced work related stress at home. However, another one- fifth of the respondents do experienced work related stress but does not affect the role at home. In terms of work place and work related stress, a maximum of eighty eight percent of the respondents working in hotel score the highest in experiencing work related stress at home followed by almost an equal number of 85.7% & 85% the respondents working in commercial bank and hospital respectively that is mainly due to heavy work load and multiple role function at home.

Table 4.5 Work related Stress of the respondents

Sl. No		Work place			Total N-120
		Hospital n-60	Hotel n-25	Bank n-35	
I	Having work related stress at home.				
	Yes	51 (85.0)	22 (88.0)	30 (85.7)	103 (85.8)
II	Type of stress				
	Physical	1 (1.7)	7 (28.0)	8 (22.8)	16 (13.3)
	Psychological	22 (36.7)	8 (32.0)	5 (14.2)	35 (29.2)
	Psychosocial	30 (50.0)	10 (40.0)	14 (40.0)	54 (45.0)

Source: Computed

Figures in parentheses are percentages

It is interesting to understand the type of stress experienced by the respondents. The data shows that less than half of the total respondents experienced psychosocial related stress such as low self-esteem and social withdrawal followed by nearly one-third of the respondents who had

experienced psychological stress mainly anxiety and aggressiveness and more than one-tenth of the respondents reported experiencing of physical related stress such as body aching, headache, back pain and fatigue. In terms of work place and type of stress experienced by the respondents that a maximum of more than one-fourth of the respondents working in hotel experienced physical stress such as back pain and muscle pain due to long hours of standing during working hours followed by more than one-fifth of the respondents working in commercial bank experienced of physical stress such as back pain and headache that was commonly revealed due to long hours of sitting in front of computers. While a minimum of (1.7%) of the respondents belonging to hospital experienced physical related stress such as tiredness and fatigue. Psychological related stress was experienced by a maximum of more than one-third of the respondents working in hospital followed by nearly one-third of the respondents working in hotel and another one-sixth of the respondents working in the commercial bank. Moreover, half of the respondents working in hospital reported their experienced of psychosocial stress caused by work. Equally forty percent of the respondents belonging to hotel and commercial bank also reported their experienced of psychosocial stress.

4.6 Time management

Time management is the planning and exercises on conscious use of time, time spent on activities to increase its effectiveness and productivity. So, it is important to understand the respondents' management in order to striking work-family balance and as well to also ensure the quality of life. The table 4.6 the time management of the respondents was presented and classified into six characteristics as availing of day off from duty, frequency of day off, annual leave, maternity leave, satisfied on time spent with family and time spent on domestic activities in a day.

The data shows that majority of the total respondents 'availed day-off from their duty while a few of less than five percent of the respondents do not had day-off as they were working on a contract basis and it is likely to no work no pay. According to the work place, all the respondents working in hotel availed day-off from their work and this is followed by an equal number (97.1% & 96.7%) of the respondents working in commercial bank and hospital respectively.

The frequency of day-off avail from work by the respondents shows that a majority of the respondent had availed day-off once a week followed by less than five percent of the respondents availing day-off twice a week and a minimum of less than (1%) of the respondents availed day-off thrice a week. In regards to the work place and availed day-off all the respondents working in hotel had availed day-off from duty once a week followed by majority of the respondents working in hospital and more than four-fifth of the respondents working in commercial bank had availed day-off from duty once a week. Further, less than ten percent (8.6% & 5%) of the respondents working in commercial bank and hospital could avail day-off twice a week. Hence 2.9% of the total respondents could avail day-off thrice a week and these respondents are belonging to the commercial bank.

Table 4.6 Availed leave from work by the respondents

Sl.no	Nature of leave	Work Place			Total N- 120
		Hospital n-60	Hotel n-25	Bank n-35	
I	Day off from duty				
	Yes	58 (96.7)	25 (100.0)	34 (97.1)	117 (97.5)
I(a)	Frequency of day off				
	Once a week	58 (96.7)	25 (100.0)	31 (88.6)	114 (95.0)
	Twice a week	2 (3.3)	0 (0.0)	3 (8.6)	5 (4.2)
	Thrice a week	0 (0.0)	0 (0.0)	1 (2.9)	1 (0.8)
II	Maternity leave				
	Yes	60 (100.0)	12 (48.0)	23 (65.7)	95 (79.2)
	No	0 (0.0)	13 (52.0)	12 (34.3)	25 (20.8)
III	Satisfied on time spent with family				
	Yes	47 (78.3)	16 (64.0)	27 (77.1)	90 (75.0)
	No	13 (21.7)	9 (36.0)	8 (22.9)	30 (25.0)
IV	Time spent on domestic work per day				
	1-2 hours	34	5	7	45

		(56.7)	(20.0)	(20.0)	(38.3)
	3-4 hours	17 (28.3)	18 (72.0)	28 (80.0)	63 (52.5)
	5-6 hours	9 (15.0)	2 (8.0)	0 (0.0)	11 (9.2)

Source: Computed

Figures in parentheses are percentages

In regards to the maternity leave availed by the respondents a maximum of three-fifth had availed maternity leave and while one-fifth of the respondents do not availed maternity leave. In terms of the work place and maternity leave the data shows that all the respondents working in hospital had availed maternity leave followed by nearly two-third of the respondents working in commercial bank and less than half of the respondent working in the hotel had availed maternity leave. It is important to have an insight that more than half of the respondents working in the hotel do not avail maternity leave as there was no consideration from the employers. So, in the time of maternity, the respondents had to leave the job. And it is followed by just more than one-third of the respondents working in the commercial bank who do not avail maternity leave as there are less number of staff. Thus, in time of such requirement the respondents leave the job or they had to go on leave without pay.

The table shows that three-fourth of the respondent are satisfied with the time spent with family and another one-fourth of the respondents do not satisfied with the amount of time spent with family, in connection to this it is important to understand the amount of time spent on domestic work by the respondents in a day. The entire participant attempted this query. More than half of the respondents were engaged in domestic work at home between 3-4 hours in a day followed by more than one-third of the respondents spent between 1-2 hours on domestic work a day and a minimum of less than ten percent of the respondents were engaged for 5-6 hours in a day for domestic work.

In regard to the work place of the respondents to the time spent on domestic work, more than half of the respondent working in the hospital were engaging for 1-2 hours a day on domestic work and another one-fifth each of the respondents working in hotel and commercial bank. While 80%, 72% & 28.3% of the respondents working in commercial bank, hotel and hospital are engaged in domestic work every day and a minimum of 15% and 8% of the respondents engaged in domestic work for 5-6 hours in a day these respondents are belonging to

hospital and hotel respectively. However, there were no respondents who are engaging in domestic work for a maximum of more than 4 hours in a day.

4.7 Involvement

In connection to the above exploration it is impetus to also see the respondent's involvement in activities so as to ensure work-family balance of the respondents. The pattern of activity-wise involvement of the respondents was presented and measured using eight activities items such as looking after children, spending time with spouse, quality family time, attend family function, and attend church function, cooking, washing and housekeeping.

Table 4.7 Work and Activity-wise involvement in the family

		Looking after children	Spending time with spouse	Quality family time	Attend family function	Attend church function	Cooking	Washing	House keeping
Mean ranks	Hospital	58.56	49.81	59.38	66.85	46.46	66.43	63.40	65.21
	Hotel	47.54	50.11	56.80	48.14	72.80	58.20	58.50	60.70
	Bank	73.09	65.97	65.07	58.44	75.79	51.97	53.76	50.70
Chi-Square		9.796	6.589	1.235	8.603	26.196	4.600	2.028	4.444
Df		2	2	2	2	2	2	2	2
Asymp. Sig.		.007	.037	.539	.014	.000	.100	.363	.108

Source: Computed

P < 0.05

P < 0.01

The activity wise involvement of the respondents is calculated using Kruskal-Wallis test. The table shows that the mean rank scores of the respondents on activity-wise involvement of the respondents in a family and a maximum of nearly three fourth of the respondents working in commercial bank scored highest mean rank in looking after children followed by nearly two-fifth of the respondents working in hospital and another half of the respondents working in hotel. In term of time spent by the respondents with their spouse a maximum of two-third of the respondents working in commercial bank spent more time with their husband followed by nearly an equal distribution of (49.81% & 50.11%) half of the respondents working in both hospital and hotel could spent time with their spouse.

The overall activity wise involvement of the respondents shows that looking after children and spending time with spouse are highly significant of work-family balance among the respondents working in commercial bank which means the more the respondents working in commercial bank spent time on work the more the work-life imbalance occurs predicting to influence on lesser time on looking after children and spending time with spouse. Similarly, attending family function is found significant on the work-life balance of women working in hospital which means the more time spent on work predicting to influence on lesser time for attending family functions. Furthermore, attending church function is found significant on work-family life balance among the respondents working in hotel and commercial bank which means the more time spent on work, the lesser involvement in attending church function and social activities.

4.8 Work-Family balance and Work-life balance

To understand the quality of life of the respondents as it is desirable to identify the respondent's work-family balance and work-life balance. It is presented by Chi-square test and Cramer's V in table 4.8. The respondents feeling balance between family and work life was measured along with the respondents feeling of work-life and personal life balance.

Table 4.8 Perceived Work-Family balance & Work-Life balance

Sl.no	Perception	Work Place			Total N = 120
		Hospital n = 60	Hotel n = 25	Bank n = 35	
I	Feel Balancing Family and Work Life				
	No	29 (48.3)	14 (56.0)	19 (54.3)	62 (51.7)
	Yes	31 (51.7)	11 (44.0)	16 (45.7)	58 (48.3)
	Pearson Chi-Square	0.551			
	Cramer's V	0.068			
II	Balancing Work Life and Personal Life				
	No	36 (60.0)	14 (56.0)	21 (60.0)	71 (59.2)
	Yes	24 (40.0)	11 (44.0)	14 (40.0)	49 (40.8)
	Pearson Chi-Square	0.131			

Cramer's V	0.033			
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Source: Computed

Figures in parentheses are percentages

The above Table 4.8 on the work-family balance (WFB) and work-life balance (WLB) of the respondent's show that the overall the family and the work-life balance as well as the work-life and the personal life balance found to be significant. However, based on the respondents feeling on the family and work-life balance, firstly, more than half of the respondent reported their feeling of imbalance of family and work-life and another nearly half of the respondents reported that the family and the work-life is balanced. Therefore, the respondents' perception on feeling the family and the work-life balance (WLB) and the family and work-life imbalance is more or less similar.

Secondly, the work-life and personal life balance of the respondents shows that three-fifth encounter imbalance between work-life and their personal life and the other two-fifth of the respondents reported that their work-life and personal life is balanced.

Thirdly, the data shows that more than half of the total respondents reported imbalance of the work-life and the personal life and also the other three-fifth of the respondent reported of the family and work-life imbalance. Thus, the statistical test using Pearson Chi-Square and Cramer's V shows that more the half of the total respondent perceived imbalance of both between work-life and personal life as well as between the work-life and the family.

According to the work place of the respondents feeling on the family and work-life imbalance are found to be highest among respondents working in hotel with fifty six percent, followed by fifty four percent and nearly half of the respondent working in commercial bank and hospital. Hence, over and above regardless of the sector, the respondents reported family and work-life imbalance. On the other hand, 51.7%, 45.7% and 44% of the respondents working in the hospital, the commercial bank and the hotel are able striking a balance between the family and the work-life.

The respondents' work place and feeling of work life & personal life imbalance was explored. Equally a maximum of three-fifth of the respondents working in hospital and commercial bank and another fifty six percent of the respondent working in hotel reported work-life and personal life imbalanced. On the other hand, forty four percent of the respondent

working in hotel claimed that the work-life and the personal life are balanced and this is followed by an equal distribution of two-fifth each of the respondent working in hospital and commercial bank reported that the work-life and the personal life are balanced. Hence, the feeling of imbalance between the work life and the personal life is more among the respondents than to the feeling of balance between the work life and the personal life.

4.9 Factor affecting work life and family life commitments

Therefore, it is important to further investigate on major factor affecting the work-life and the family life balance of the respondent. So, the statistical calculation is presented in-terms of mean rank and chi-square test and degrees of freedom in table 4.8. The factor affecting work-life and family life balance are measured by using six items such as working hours, work overtime, continuing work at home after office hours, travelling away from home, excessive household works and the negative attitude of spouse/home environment.

The table shows the factors affecting work-life and family commitments of the respondents is the working hour with a mean rank of 70.92, 53.84 and 42.18 among the respondents working in hospital, commercial bank and hotel respectively. The second factor reported was the work over time by the respondents with a mean score of 63.59, 56.24 and 49.68 among the respondents working in commercial bank, hospital and hotel respectively. The third factor is on continuation of work at home after office hours and the mean score indicated 72.44, 61.30 and 50.15 of the respondents working in hotel commercial bank and hospital. Fourthly, the work that need travelling away from home and respondents working in commercial bank has the highest mean score of 67.95 followed by an almost equal distribution of 51.50 & 51.03 of the respondents working in hotel and hospital. Fifthly, the factor affecting work-life and family imbalance is the excessive household work with the highest mean score of 72.74 of the respondents working in hotel followed by 55.98 & 52.14 of the respondents working in the hospital and commercial bank respectively. The last factor affecting the respondent's work-life and family life is the perceived negative attitude of the family, spouse and the home environment on the respondents. The highest mean score of 70.48 among the respondent working in hotel followed by 55.55 & 49.27 of the respondent working in hospital and commercial bank.

The table 4.9 on the factor affecting work-life and family-life balance shows that among the listed six factors that is affecting the balance between work-life and family-life more than two-third of the respondent working in the hotel reported the excessive household works and continuation of work at home after office hours which obtained the highest rank of 72.74 & 72.44 respectively. The third factor was on the working hour with a mean rank of 70.92 among the respondent working in hospital. The fourth rank was on the factor on the negative attitude of family, spouse and home environment with a mean of 70.48 among the respondent working in hotel. The fifth and sixth rank was on the factor of travelling away from home and work over time with a mean score of 67.95 & 63.59 that is commonly found among the respondent working in commercial bank. Overall, the table shows that more than two-third of the respondent has reported the listed items as a factor affecting the work-life and the family-life balance and also nearly two-third of the respondent has reported work over time as one of the factor affecting the work-life and the family-life balance.

Table 4.9 Factor affecting work life and family life commitments (Chi-Square test)

		<i>Workin g hours</i>	<i>Work overtime</i>	Continuing work at home after office hours	<i>Travelli ng away from home</i>	Excessive househol d work	Negative attitude of family/spous e home environment
Mea n rank	Hospital	70.92	56.24	50.15	51.03	55.98	55.55
	Hotel	42.18	49.68	72.44	51.50	72.74	70.48
	Bank	53.84	63.59	61.30	67.95	52.14	49.27
Chi-Square		16.202	3.146	9.131	9.439	6.757	7.623
Df		2	2	2	2	2	2
Asymp. Sig.		.000	.207	.010	.009	.034	.022

Source: Computed

P < 0.05

P < 0.01

The Chi-Square test on factor affecting work life and family life commitments are found significant to working hours, continuing work at home after office hours, travelling away from home, excessive household works and the negative attitude of family/spouse home environment. However, the work overtime is not found significant to the work life and the family life commitments.

Hence, the chi-square test indicates the factors affecting the work-life imbalance and the work-family imbalance among the respondent based on the given factors. Therefore, the work-life imbalance of the respondents is mainly caused by the working hour that is most among the respondent working in hospital. Again the travelling away from home is seen as the main factor causing work-life imbalance among the respondent working in commercial bank. On the other hand, the analysis has dictated the factors causing work-family imbalance among the respondents. The continuing of work at home after office hours, excessive household work and the negative attitude of family/spouse and home environment are found to be highly significant to work-family balance among the respondent working in hotel. However, the working hours and travelling away from home are found to be significant and the work overtime is not significant to the work-life balance of the respondent working in the hotel.

4.10 Support system

To maintain work-family balance it is mandatory to have consistent family support by respondent and this promotes wellbeing and the quality of life. So, it is interesting to explore and identify the support received by respondents on domestic work in determining balancing of work-life and family. The respondent's support system is explored and the channel of support was also further inquired by classifying who has rendered the services such as the husband alone, in-laws, family members and maid-servant.

The data show that majority of the respondent received good support in managing domestic work whereas a few of less than ten percent of the respondent reported that they do not receive any support in managing domestic work and therefore, it is difficult for this group of respondent to striking balance between work and family. The enquiry on who had mainly render the support services to the respondent shows that a maximum of more than two-fifth of the respondent are supported and assisted by their husband alone followed by nearly two-fifth of the respondent received support services from the family members such as husband including their children. Further, nearly one-sixth of the respondent received support services by keeping maid servant at home. However a minimum of less than (1%) of the respondent are consistently supported by their in-laws.

Table 4.10 Support system

Sl. No	Support receive in managing task at home	Work place			Total N-120
		Hospital n-60	Hotel n-25	Bank n-35	
I	No	4 (6.7)	4 (16.0)	3 (8.6)	11 (9.2)
	Yes	56 (93.3)	21 (84.0)	32 (91.4)	109 (90.8)
II	Source of support				
	Husband	33 (61.1)	6 (27.3)	8 (24.2)	47 (43.1)
	In-laws	0 (0.0)	0 (0.0)	1 (3.0)	1 (0.9)
	Family members	17 (31.5)	16 (72.7)	10 (30.3)	43 (39.4)
	Maid-servant	4 (7.4)	0 (0.0)	14 (42.4)	18 (16.5)

*Source: Computed**Figures in parentheses are percent*

In regard to the work place and the available support services received by the respondents, the data shows that a maximum of just more than three-fifth of the respondent working in hospital, one-fourth and one-fifth of the respondents working in the hotel and the commercial bank are mainly supported by their spouse. With regards to support received from in-laws that less than five percent of the respondent working in commercial bank were supported by their in-laws while no respondent from hotel and hospital are reported because majority of these respondent belonging to nuclear family. Support service received from family members shows that a maximum of nearly three-fifth of the respondent followed by almost an equal number of 31.5% and 30.3% of the respondent working in hotel, hospital and commercial bank received support services from family members including teenage children and relatives living with the respondent. Likewise, nearly half of the respondent working in commercial bank hired maid-servant to support them in domestic work followed by less than ten percent of the respondent working in hospital mainly received support of maid-servant in cooking and household chores. However, no respondents working in hotel hire maid-servant. Hence, the data shows that a maximum of more than two-fifth of the respondent received support service from their husband and less than one percent of the respondent were supported by their in-laws.

4.11 Institutional helps in managing work-life balance

High level of employee’s engagement promotes retention of employee’s talent, improves organizational performance and retains employee further increase in productivity. The arrangement of institutional help enabled the delivery of service by the employee’s. In table 4.11 institutional help in managing the work-life balance of the respondents was explored and classified into four items such as provided leaves/day-off, flexible work timing, job share options and provided training/capacity building.

Table 4.11 Institutional helps for work-life balance

Sl. No	Institutional help	Work place			Total N-120
		Hospital n-60	Hotel n-25	Bank n-35	
I	Provided leaves/day-off to manage work life	33 (55.0)	11 (44.0)	26 (74.3)	70 (58.3)
	Provided flexible time	22 (36.7)	13 (52.0)	8 (22.9)	43 (35.8)
	Job share option provided	3 (5.0)	1 (4.0)	0 (0.0)	4 (3.3)
	Capacity building/training provided	2 (3.3)	0 (0.0)	1 (2.9)	3 (2.5)

Source: Computed

Figures in parentheses are percent

The initiative taken by the institution to help the respondents in managing work life balance shows that nearly three-fifth of the entire respondent felt that the institution (work-place) help in managing work-life balance by providing casual leave and day-off from work. The other condition includes leave sanction and permitted on medical ground. This is followed by more than one-third of the respondents felt that the providing of flexible timing as another way of institutional help to be able to balance between work and family. While, another less than five percent (3.3% & 2.5%) of the respondents felt the institution provide job share options during the time of emergency and busy schedule, the organization of training facilities and capacity building programme are another ways of receiving institutional help by the respondents.

4.12 Correlates of Work-Family Balance: Spearman’s rho

The Spearman’s rank correlation coefficient assess the relationship between demographic variables such as age, educational qualification, years of experience, monthly income of the

respondents, size of the family, number of children on one hand and both balancing of the family and the work life and balancing of the work life and the personal life.

Table 4.12 Correlates of Work-Family Balance: Spearman’s rho

Sl. No		Balancing Family and Work Life	Balancing Work Life and Personal Life
1	Age	0.042	0.134
2	Educational Qualification	0	-0.171
3	Years of Experience	.246**	0.143
4	Monthly Income of Respondent	0.137	0.077
5	Size of family	0.118	0.126
6	Number of children	-0.116	-0.026
7	Balancing Family and Work Life	1	.621**
8	Balancing Work Life and Personal Life	.621**	1

Source: Computed

** P < 0.05*

*** P < 0.01*

The above table on the correlation of different variables of work-family balance is analysed with **Spearman’s rho**. The analysis shows that

1. The higher the year of experience of the respondent, the better the work and the family balance indicating that balancing between work and life comes along with the duration of working experience.
2. The higher balancing between family and work life the better the balance between the work-life and the personal- life.
3. The increasing in the age of the respondents shows the increasing in balance between the family and work.
4. Similarly, the balance between family and work life resulted to better personal life.

However, the educational level of the respondents is not found significant to the work-family balance as well as to the personal life. However, the analysis observes that the monthly income of the respondent is one of the important factors contributing to work-family balance as well as to personal life. Meanwhile, family type and size of the family is also found to be responsible factor in determining work- family balance and personal-life. Surprisingly, the

number of children the respondent have the better work-family balance and also increasing the balance of personal life of the respondents too.

4. 13 Qualitative Information

a). Focus Group discussions(FGDs)

Focus Group discussion is conducted with three groups among women working in the private sectors as:

Group 1: Women working in Private Hospital.

Group 2: Women working in Private Bank.

Group 3: Women working in Private Hotel.

The participants of FGDs were women working in the private sector regardless of their position and specific professions. These participants were other than the respondents in the quantitative study. There were 10 participants in each FGDs. Participation is voluntarily and open. A specific topic is assigned to different groups on issues related to the work-family balance and the quality of life of working women in a private Sector in Aizawl district, Mizoram. Each of the focus group discussions had lasted for the one-hour duration.

Group: 1 Women working in Private Hospital

A focus group discussion with group 1 was conducted in the LRM Hospital Staff office room at Aizawl, Mizoram on 16th October 2019. There were 10 participants and the participants were female attendants, staff nurses, laboratory technician and administrative personnel of women employees. The FGDs aimed to understand the work-family balance and challenges faced in managing work-family balance. The list of the participants is given below:

Sl. No	Marital Status	Age	Educational Qualification
1.	Married	32	BA
2.	Divorced	35	HSSLC

3.	Married	28	HSSLC
4.	Married	32	B.Sc Nursing
5.	Married	30	HSLC
6.	Divorced	36	HSLC
7.	Married	24	HSSLC
8. 8.	Married	27	HSSLC
9.	Married	29	BA
10.	Married	25	HSSLC

Findings:

1. The main topic of focus group discussions with Group I was on the perception of working schedule as an influencing factor of the work-life balance and support system of work-family balance.

2. Working timing/schedule is a familiar issue among the hospital employee and it is considered the contributing factors for work-family imbalance because respondents had to cover the entire working schedule such as morning, day and night shift. Working women reported physical and emotional stress caused due to worry of children, especially during night duty.

3. The support system was well received by the women working in hospitals mainly from their husbands who took care of the children while the respondents are on duty. Also, the respondents hired maids to look after the house chores while the respondents are on duty which decreases the level of stress on the home front. However, working women usually continue to worry and think of their children while they are at work thinking that the maid/ the caregiver may not properly monitor the child. Meanwhile, a few of the respondents reported that they do not have a support system as maids are hard to find as looking after children is not an easy task.

4. The majority of the respondents reported that their children are the most important in their life and even while at work the respondents had thought about their children.

Group: 2 Women working in Private Bank

A focus group discussion with group 2 was conducted in IDBI Bank, Chanmari, Aizawl, Mizoram on 18th Oct 2019. There were 10 participants from different banks (Axis Bank, Federal Bank, and Mizoram Rural Bank). The main focus was on the working hours and work-related stress experienced both at work and home as an influencing factor to work-family balance. The participants were Cashier, Accountant, and Office staff. The list of the participants is given below:

Sl. No	Marital Status	Age	Educational Qualification
1.	Married	33	BA
2.	Married	35	B.Com
3.	Married	35	BA
4.	Married	30	HSSLC
5.	Married	28	BA
6.	Divorced	37	BA
7.	Married	32	MA
8.	Married	26	BA
9.	Divorced	34	BA
10.	Married	29	BA

Findings:

1. Majority of the respondent reported that the long working hour is one of the major factors causing work-life imbalance. The respondents work for 7 to 9 hours per day but the number of working hours usually increases as the respondents are loaded with work and had to go home late. The respondents reported facing physical and psychological stress due to work affects their

mental health. Thus, it leads to a loss of concentration on family responsibilities such as looking after their children with studies and playing with children.

2. Involvement in social activities was also discussed, the majority of the respondents reported that they do not involve in social activities such as attending church programs and social gathering including attending wedding functions. The respondents cannot find time for other activities apart from work.

Group: 3 Women working in Private Hotel

A focus group discussion with group 3 was conducted at the facilitator's house at Chanmari, Aizawl, Mizoram on 19th October 2019. There were 10 participants. The topic focus was time management and salary of the respondents as an important factor influencing factor of work-life imbalance. Enhancement of Quality of life was also given for discussion. The participants belong to different hotel workers and holding a position of Housekeeper, kitchen porter, Food & Beverage service staff including the receptionist. The list of the participants is given below:

Sl. No	Marital status	Age	Educational qualification
1.	Married	27	HSSLC
2.	Unmarried	23	HSLC
3.	Married	30	HSLC
4.	Divorced	30	BA
5.	Married	28	HSSLC
6.	Married	29	HSSLC
7.	Married	25	HSSLC
8.	Unmarried	22	HSLC
9.	Widow	42	HSLC

10.	Married	35	HSSLC
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Findings:

1. The majority of the respondents' complaint of insufficiency of staff as well as leave/holiday required unmet. A similar opinion was shared among the employees about the hotel employee not being able to take a holiday during festivals eg. Christmas and Good Friday etc. As this time is the peak time of the hotels which is also an important occasion for a family.

2. Another point discussed was the respondents felt that the salary received is less than expectations as found in the quantitative data as salary below Rs 4000 are highest among the three private-sector studied. It was concluded by the respondents that as the salary is too less to provide family needs and even for themselves at times.

3. The respondents also point out that the hierarchy of the organization's influence is high in the hotel industry, mostly women who are working in the hotel hold a lower position as their educational qualification are low. Thus, affecting the mental health of the respondents immensely.

4. Finally, the discussion was also held on how to enhance the lives of working women to attain a better quality of life. The discussions show that the organization, as well as family members, plays an important role for the respondent to attain a good quality of life by showing physical and emotional support. Further, discussed one important role the organization should play is to provide flexible timing so that working women able to balance work and family. Apart from that, the organization should provide a family-friendly working environment for working women by providing a child care facility or the employee can bring their children at work so that the respondents could work without worrying about their children while at work.

Summary of FGDs Findings

1. The focus group discussion was held on the matter of how the woman working in the private sector is affected by the work-life and the family life including their quality of life and challenges faced. The discussion on the entire group had found that working women have found it difficult to balance between work-life and family life mainly because of the regular role and responsibilities played by women at home. Women are the whole responsibility of the family in

and out and are too loaded with domestic work such as cooking, washing and feeding children. The discussions on the availability of support system, most of the working women reported that they do not receive full support from their partners as well as from the family members especially in taking care of their children this has induced more stress among the working women. Secondly, in times of over hours of working due to the unavailability of a support system women have to conduct house chores like cooking meals, dishwashing, washing clothes and looking after children with studies and other domestic work.

2. The second point raised out of FGD was the negative attitude of the family members. This was popular among joint family and working women are expected to submit their salary to their in-laws when they are not sufficiently providing their children and also in some case when the respondent do not submit their salary the in-laws show tantrum on them which disturb them emotionally and result in an unhealthy home environment.

3. Thirdly, the salary of the respondent according to their work nature is discussed. The discussion concludes that their salaries are quite less compared to their work nature. Further, some of the participants commented that it is not even sufficient for their use. It was discussed that the organization they work for should look into the matter of work remuneration a fair amount of salary should be given to the employee. It was also mentioned that this is one of the major factors affecting their work-life and personal life imbalance.

4. Fourthly, the length of the working hours were discussed, participant from hospital setting emphasize their work timing is not suitable as because they have to conduct night shift staying away from their family at night makes them worry about their children and husband, the same case is with women working in hotels as they also have to be on an afternoon and evening duty. Extra hours of working usually done by women from hospital settings due to the insufficiency of an employee. The more women spent time on their work the higher the level of tension on the home front causing an imbalance of the work-life and the family life.

5. Fifthly, leisure time and recreational activities are hardly provided by employers. The respondents felt that if recreational activities are organized occasionally for a better relationship among the employee.

4.14 Case study:

i) Presentation on Case 1

Name	:	Mrs. Ruati (fictitious)
Age	:	39
Marital status	:	Married
Present position	:	Staff Nurse
Address	:	Durtlang, Aizawl

Case history:

The client Mrs. X is 39 years old belonging to a nuclear family having three children. The client started her carrier with Synod Presbyterian hospital, Durtlang as a staff nurse when she was 23 years old and had an experience of more than 16 years with the organization. The client got married in the year 2005. The client had faced many challenges in balancing work and family which is mainly caused by the client's husband who is an alcoholic. The client had to support the whole family although the client's husband works as a driver but never spent his income on a family. The client had to look after all the family responsibilities, cooking, looking after children and provide educations to her children at the same time induce stress to the client when her children were small. The client faced domestic violence from her alcoholic husband which disturbs the client emotionally and affects her functions in her daily life activities and developed a lack of concentration on work simultaneously affected her performance at work.

Assessment:

The case 1 reflected the importance of a secure and peaceful home environment for working women to attain a successful career as well as a good quality of life. The illustration of case 1 shows there could be many reasons for the development of stress and worry among working women both at work and at home which could be resolved through support received by the client at home and work. The client believed family support, as well as social support such as

colleagues and sharing with friends, relieves her stress. The case study also shows that family structure and functioning has a great implication on the growth and well-being of women as well as for the growth of children. The respondents felt that it is shameful to share the family issue thinking that it will disregard the family name. However, the case shows that working women need a place to vent out their issues. Therefore, the case study highlights the needs for counsellor at the workplace as well as at the community level.

ii) Presentation on Case 2

Name	:	Mrs. Sangi (Fictitious)
Age	:	25
Marital status	:	Unmarried
Present position	:	Housekeeping assistant
Address	:	Aizawl venglai

Case history:

The client Mrs. Sangi (fictitious) is 25 years old and is a single mother of one daughter, the client work at Hotel Regency having an experience of two years as a housekeeping assistant. The client lived in a rented house with her parents in Aizawl Venglai. The client's father is a cancer patient. The client's brother is an injecting drug user (IDU). The client studied till high school and used to work as a domestic worker. The client is the only one who has a regular income. The client had gone through many hardships in life such as teenage pregnancy and school dropout due to this the client could not get a decent job until the client join the hotel. The client started working in the hotel in 2017 although the salary she received is less but happy with the working hour. Although the client is happy with the working hour, the salary is not sufficient for meeting the family expenses as the client's father needs treatment for his illness. Apart from working in the hotel, the client had to find another way of earning income by selling clothes, etc. The client also has to perform house chores like cooking, washing and looking after family members. The client's brother caused trouble for the family because of his misbehavior and he

becomes abusive and violent when he needs money which induces psychological stress on the client and affects the functioning of work and family. The client receives well support from her colleagues who understand her situation and emotional support helps her cope with the problem and challenges faced.

Assessment:

The case 2 shows that one of the major factors affecting work-family imbalance is found to be low income. Another factor is an unhealthy home environment due to substance abuse among the family members induces stress upon the respondent which affects the client's performance at work leading to absenteeism and not reaching the workplace on time.

The organization needs to provide a fair amount of salary for the nature of work. The case shows the need for counsellor at the workplace to which the employee can vent out their personal and professional issues. The case also revealed that the positive attitude of the colleagues towards the client induced happiness and satisfaction resulted in managing and balancing work which resulted in a better quality of life of the client.

iii) Presentation on Case 3:

Name	:	Mrs Rami (fictitious)
Age	:	33
Marital status	:	Married
Present position	:	Cashier
Address	:	Bawngkawn, Aizawl

Case history:

The client Mrs. Rami (fictitious) is 33 years old got married five years back in 2014. The client work at IDBI Bank Chanmari, Aizawl who is working as a cashier. The client's husband does not have a regular job who is also an alcoholic. One of the children started his schooling

while the other one is taken care of by her in-laws while the client is at work. The client was belonging to a joint family. The client is satisfied with the salary and among the family, the client is the only having a regular income. Although the client provided most of the family needs the client has to solely carry the responsibilities of domestic activities while at home. The client does not have problems with work and had maintained a good relationship with the colleagues but worry at home due to husband behaviour and attitude which affects her work by not being able to be punctual. Due to the attitude of the husband, the client development emotional disturbance and is not comfortable to socialize also the client does not have the time to relax and self-care because of her busy schedule.

Assessment:

The case 3 shows that an unhealthy home environment has a great impact on the client’s work-life balance in performing the task at work. Though the client is happy at work the family attitude affects the mental health of the client. The case clearly illustrated that the work-life imbalance arises out of the family. Lack of family support affects the client in socialization thus affecting her reputation in society. Although, the husband could be supportive in taking care of the children, helping the children with studies and other family matters which are not received by the client causes physical stress as well as psychosocial stress which affects the quality of life of the client.

iv) Presentation on Case 4

Name	:	Mrs Biaki (fictitious)
Age	:	44
Marital status	:	Widowed
Present position	:	Female attendant
Address	:	Bawngkawn

Case history:

The client Mrs. Biaki (fictitious) is 44 years of age. The client was married 20years back and moved back to her parents and her three children. The client is only having solely regular income among the family. The client worked at Synod hospital as a female attendant since 2000. The husband expired in 2014 and lived with her parents and her three children.

The client does not have any problem with her work and she could also provide her children with proper education, she could also perform her role as mother conveniently. The client is happy with her working environment and can also involve in social activities in the community.

Assessment:

The case 4 shows the importance of family support and sharing of responsibilities is an important factor in balancing work and family. The positive attitude and warm working environment towards the client induce happiness and satisfaction which leads to the better attainment of good quality of life of the client. Thus, family support and social support are a great source of balancing work life and family resulting in the endurance of a good quality of life of working women. The case shows the longer the experience the better balancing of work-life and family life.

v) Presentation on Case 5:

Name	:	Mrs. Rosy (fictitious)
Age	:	22
Marital status	:	Unmarried
Present position	:	Food & Beverage assistant
Address	:	Salem Veng, Aizawl

Case history:

The client Mrs. Rosy is 22 years old and works as a Food & Beverage assistant in Hotel grand, Aizawl. The client is a single parent of one son who lived with her sister while her parents lived in Champhai, Mizoram. The client started working since 2018 and has an experience of just one year. Since the hospitality industry requires 24/7 service, the client had to work in different shift such as the morning shift and afternoon shift. The working shift/timing is not flexible for the client and had to work for extra hours during peak season which affects the child in less parenting to her child who is just 2 years old, who needs attention and care. The client gets worried about her child during the work affecting her concentration and performance at work. In addition to that, the client had responsibilities of domestic activities which cause her imbalance of work-life and family due to multiple roles played by the client. Another point added by the client was the insufficiency of staff during peak season and festivals. The client does not have time to spent with the family during festivals which makes the client feel family bonding is reduced especially with her child.

Assessment:

The case 5 shows that work-life imbalance arises due to multiple roles played both at work and at home. Insufficiency of staff led to an increase in workload among the present staff. Unequal distribution of work and salary also has a great influence on the client's commitment towards the work which is not a good prediction for the organization as well. It shows that organizational initiative on employee's benefits and satisfaction is needed for the employees to attain a better work-life balance as well as a good quality of life.

Summary of case studies

Working women's roles is a hectic and challenging task. Likewise, working women in private sectors such as the health care sector, hospitality sector, and commercial banking sector are service provider and it is a demanding sector that requires tremendous collective efforts which include family as a whole. Family support is crucial for this demanding job of working mothers. The qualitative dimensions of working women in work-family balance and quality of life were explored through case studies. From the exploration, it was found that the main source of balancing work and family is physical and emotional support from the family as well as from

the co-workers. The main reason for the imbalance of work-family is the attitude of a spouse who does not support their partners does not care about family responsibilities. Another factor found was substance abuse by the husband is harming the quality of life of the respondents. Another important source of work-family balance is a positive working environment. The case studies highlighted that higher the family support better performance on the work which means there is a bidirectional relationship between the work-life and the family support. In addition to this, spouse involvement in child care, division of work and responsibilities at home, sharing of emotional disturbance between spouse, availability of assistance at home and attitude of the family members are found to be important factor determinants to work-family balance. Similarly, these factors are equally responsible determinants factor for the attainment of a good quality of life. The finding is similar to Abendroth, A. & Dulk, L. (2011) indicated that support for employee work-life balance and satisfaction has a direct and moderating effect. The emotional family support has a positive impact on work-life balance satisfaction, family member's physical and emotional support has a direct impact on the work-life performance of the respondent. So, family members play an important role in balancing the personal and the professional role of the respondents.

The next chapter will present the major findings of the quantitative and qualitative information collected and based on the findings, appropriate suggestions will be attempted for different level concerns such as policymakers, institutions, for society level, research purpose and lastly for social work practice-based.

CHAPTER V

CONCLUSION

The study examined the Work-Family Balance and the Quality of Life among Women Working in Private Sector in Aizawl district, Mizoram. The present study adopted a mixed approach i.e, quantitative method and qualitative method. The sources of data are both from primary and secondary sources. The quantitative data were collected using a semi-structured interview schedule and qualitative information was gathered through focus group discussions (FGDs) and case studies. This chapter attempts to sum up the results of the analysis of the information collected and discussions. The study then further measures for work-family balance and quality of life among women working in private sector. Further, suggestions and recommendations for social work intervention are evolved out of the study.

A purposive sampling procedure was utilized for identifying the respondents. Overall respondents are 120. The inclusion criteria on the selection of respondents include working women in a private sector and a mother who have at least one child. Therefore, the unit of the study was individual working women between the ages of 18 years and 45 years having at least one child and working in private sectors in Aizawl district, Mizoram, India. The distribution of the respondents is 60 working women from the hospital, 25 working women from hotel and 35 working women from the commercial bank.

The objective of the study are to understand the work-family balance of women working in private sector in Aizawl district (hotel, hospital & commercial bank), to assess the quality of life of the respondents, to understand the relationship between work-family balance and quality of life of the respondents and finally to outcome policy implications and to suggest measures for social work intervention for the promotion of work-family balance and well-being of working women in private sector.

5. 1 Major Findings

The major findings using both quantitative and qualitative methods are presented. The results of the analysis of the data are presented in four sections. The first section comprises of the personal and professional characteristics of the respondents. The second section addresses the

findings of the work-family balance (WFB) of the respondents. The third section presents the finding on the quality of life (QoL) of working women in the private sector and finally, the fourth section presents the findings on the relationship between work-family balance and quality of life of working women in the private sector in Aizawl district, Mizoram.

5.2 Structural base of Respondent

The socio-economic personal characteristics comprise of age group, marital status, type of family and numbers of children of that the respondents are having. The analysis of the study shows that a maximum of more than one-third of the total respondents falls under the age group of 39- 43 years and a minimum of 1.7% of the respondents fall under the age group of 18-23 years. A maximum of more than three-fourth of the respondents is married and a minimum of 1% of the respondents are re-married. The working place or employment sector of the respondents included hospitals, hotels, and commercial banks. A maximum of the respondents is working in a hotel. In regards to the employment sector or workplace and the marital status of the respondents that a maximum of 88.3% of the married respondents are working in a hospital and nearly one-third of the respondents who are single mothers are working in a hotel and a maximum of 8% of the respondents who are widow are working in hotel. However, the general observation on the table highlighted that the respondent's women who are divorced are mostly work in a hospital and commercial bank.

The family structural characteristics of the respondents are discussed based on the types of family and the number of children. The type of family includes nuclear, joint and extended family. It was found that more than three-fifths of the total respondents are belonging to a nuclear family, a minimum of less than one percent is belonging to extended family. In regards to the workplace and types of the family of the respondents, a maximum of more than three-fourth of the respondents belonging to the nuclear family is working in a commercial bank. And a maximum of more than one-third of the total respondents is having one child, followed by one-third and less than one-third of the respondents who are having two and three children. The workplace and the number of children held by the respondents' show that a maximum of 56% of the respondents having one child is working in the hotel followed by nearly half of the

respondents having 2 children are working in a commercial bank. Among the respondents having three or more children, more than one-third of the respondents are working in a hospital.

The professional characteristics of the respondents are the educational qualification, professions and years of experience and the monthly income of the respondents. In regards to the educational qualification, a maximum of two-fifth of the respondents completed higher secondary education (HSSLC). While a minimum of only 4.2% of the respondents has completed post-graduation. The other respondents have completed till high school and graduation. The educational qualification and the workplace of the respondents show that a maximum of the respondents who had attained up to high school education are working in the hotel and a minimum of the respondent who attained post-graduation education are working in a commercial bank. The profession of the respondents shows that a maximum of two-fifth of the respondents are providing nursing care and the other profession carried out by the respondents are diverse and minimal such as medical doctor, technician, clerical staff, receptionist, food & beverage assistant, housekeeping assistant, kitchen porter, bank manager, accountant, and cashier. The duration of work, the working experience of the respondents shows that a maximum of nearly half of the entire respondents is having an experience of 6 years or more and amongst which nearly two-thirds of them are working in a hospital. Thus the analysis resulted to that a maximum of nearly one-third of the total respondents has a monthly income of Rs 46,000 and above and a minimum of 1.7% of the respondent monthly income is below Rs 4000 and these respondents are working in a hotel.

5.3 Work-Family Balance of the Respondents

The work-family balance of the respondents is assessed through work timing and working hours, satisfaction with working hours of the respondents, the reason for un-satisfaction, work more than stipulated time and reason for extra hours of working.

The work timing/shift of the respondents is another relevant factor to work-life balance of the respondents. The work timing of the respondents are classified into morning, day, afternoon, evening, and night shift and it is found that a maximum of 72.6% of the respondents are working on a day shift and equally a minimum of 5% of the respondents are working in morning and or in night shift. A maximum of 73.3% of the respondents is working for 7 to 9 hours daily showing

that a maximum of 84%, 82.9% and 63.3% of the respondents working in a hotel, commercial bank, and hospital are found working between 7 and 9 hours a day. The assessment on the satisfaction of working hours by the respondents shows that a maximum of more than four-fifths of the entire respondents is satisfied with the present working hours that are between 7 and 9 hours a day. Among the respondents who are not satisfied with the working hours, a maximum of 73.7% of the respondents is not satisfied with the working hours because of having less time to attend the family members. Hence, the study found that more than the fourth-fifth of the total respondents is working beyond the stipulated working hours due to an inadequate number of employees.

One of the responsible factors for the work-family imbalance of the respondents was found due to stress. More than the fourth-fifth of the total respondents experienced stress at home that is most common among the respondents working in a hotel. Among the stressors, the data shows that more than two-fifths of the total respondents were worrying their work even while they were at home and among those who are worried about work a maximum of 89.6% worrying mainly due to incompleteness of the assigned work during the stipulated time. A majority of the respondents had a regular mother role to perform at home and more than one-fourth of the respondent's role as a mother was hampered due to having less time to attend the family members and also due to inadequate time to handle responsibilities on family matters.

5.4 Quality of life of the Respondents

The quality of life of working women is assessed through time management and activity-wise involvement of the respondents. The majority of the respondents' availed day-off from their duty and had availed day-off once a week. Also, a maximum of more than three-fourth of the respondents had availed maternity leave and all the respondents working in the hospital had availed maternity leave. It is important to have an insight that more than half of the respondents working in the hotel do not avail maternity leave as there was no consideration from the employers. So, in time of maternity, the respondents had to leave the job. This has sounded the lack of job security among the respondents working in the private sector that is mentioned in the qualitative information. Thus, the lack of job security is reflected. The study is in line with the findings of Beham, B & Drobic, S. (2009)

Besides, two-fourth of the entire respondents are satisfied with the time spent with family and more than half of the respondents are engaging in domestic work at home usually between 3-4 hours in a day. However, there were no respondents who are engaging in domestic work for more than 4 hours in a day. The activity-wise involvement of the respondents shows that looking after children and spending time with the spouse are found to be highly significant to a work-family imbalance among the respondents working in a commercial bank. It is because the more the respondents spent time on work the more is the work-life imbalance due to lesser time for looking after children and spending time with spouse. Similarly, not able to attend the family function is also significant to hospital employees as the more time spent on work induce the lesser time for attending family functions. Furthermore, attending church function is found significant to a work-family imbalance among the respondents working in a hotel and commercial banks indicating that the more time spent on work, the lesser involvement in attending church function and social activities. The case study finding also revealed that working women do not have sufficient time for themselves. Thus, could not regularly attend church program as well as missed out on the family gatherings because of tight schedule between the work and the family. The study is in line with the findings of Gunavathy (2007) that the work-life imbalance arises on account of work interference with personal life

5.5 Relationship between work-family balance and quality of life of working women

To understand the relationship between work-family balance and quality of life among working women, it is analyzed using five tables as work-family balance and work-life balance, factor affecting work-life and family-life commitments, the support system at home, the institution helps in managing the work-life balance and correlates of the work-family balance: Spearman's rho.

The work-family balance and work-life balance of the respondents' show that the overall family and the work-life balance as well as the work-life and the personal life balance found to be significant. However, more than half of the total respondents reported the imbalance of family and the work-life. Another nearly two-thirds of the respondents encounter an imbalance between the work-life and the personal life and it is most common among the respondents working in a hotel.

The Chi-Square analysis on the factors affecting the work life and the family life commitments are found significant to working hours, continuing work at home after office hours, travelling away from home, excessive household work and the negative attitude of family/spouse home environment. However, work overtime is not found to be significant to work-life and family life commitments. The work-life imbalance of the respondents is mainly caused by the working hour beyond the stipulated timing common among the respondents working in a hospital; the travelling away from home is common among the respondents working in a commercial bank. Thus, the working hours and travelling away from home were found to be significant and the work overtime is not significant to the work-life balance of the respondents working in the hotel. Further, the continuing work at home after office hours, excessive household work and the negative attitude of family/spouse and home environment are found to be highly significant among the respondents working in the hotel. The study is in line with the result findings of Pandu A. et al., (2014).

The study explored the support system available to the respondents at home. The results show that the majority of the respondents are receiving good support in managing domestic work and a maximum of 43.1% out of 90.8% of the respondents are supported and assisted by their husband alone and a minimum of less than 1% of the respondents are consistently supported by their in-laws. This has been reflected in the qualitative information as well.

On the other hand, the initiatives taken by the institutions in helping the respondents striking work-life balance shows more than half of the entire respondents received leave and day-off from work. This has been reflected in the qualitative information among the respondents working in hotels reported of happy with the organization initiative taken such as proving day-off once a week as well as providing flexible working hours to the women employee.

The Spearman's rank correlation coefficient assessed the relationship between socio-economic variables such as age, educational qualification, years of experience, monthly income of the respondents, size of the family, number of children on one hand and balancing of family and work-life and balancing of work life and personal life. The analysis shows that:-

1. The higher the years of experience of the respondents, the better the work and the family balance indicating that balancing between work and life comes along with the duration of working experience.
2. The higher balancing between the family and the work-life the better balance between the work-life and the personal- life.
3. The increase in the age of the respondents shows an increase in the balance between family and work balance.
4. Similarly, the balance between family and work-life resulted in a better personal life.

5.6 Suggestions

From the light of the findings, the study proposed the following suggestions and recommendations for intervention on work-family balance and quality of life among women working in the private sector. The proposed suggestions, recommendations, and social work interventions are classified into Policy Related, Institutional Related, Societal Related, and Social work practice Based. The outlined suggestions and recommendations are relevant to all the levels for micro, mezzo and macro interventions.

1. Policy Related

- The study suggested that the implementation of family-friendly and work-friendly policies in all the three work sectors viz., hotel, hospital, and bank are necessary for better child care and for the promotion of psychosocial well-being as well as physical well-being. This resulted to productive work environment.
- Effective mechanism of implementation of the National Crèche Scheme which comes into effect on 1st January 2017 is suggested as this will provide an opportunity to working women by providing a safe place leave their child while they are engaging in work.

2. Institutional Related

- The institution (employment sector) must ensure enforcement of the employee's rights launched under the labour law such as the Maternity Benefit Act, 1961 as the study found that working women in the hotel have to resign from their work during their pregnancy and or maternity. Therefore, it is mandatory to ensure employees job security regardless of work sector viz, organized, un-organized, public sector and private sector.
- The study suggested for an inclusive institutional arrangement like counselling cell to provide psychosocial support and emotional support so as to avoid and reduce the tensions that is effecting the balancing between the work-life and the family life of the working women. Further, there should be flexibility of work duration and the salary/pay/remuneration accordingly to the work duration. The study also suggested to provide recreational and leisure time activities for working women.

3. Societal Related

- The study found the need for public awareness on the importance of family support provided to working women to ensure the work and the family balance. In fact, the study reflected a minimal presence of family support to the working women other than their spouse/husband. This is in line with the qualitative exploration that the higher the family support the better is the work-family balance and the work performances.
- The study suggested mental health promotion and sensitization and orientation on work family balance at the community level are found important. There should be coordination and collaboration among the community based organisations and institutions within the community to ensure promotion of metal health and the work-family balance of working women.
- In addition, advocacy is suggested as it plays a major role in the interface between the working women and their family, between working women and the employment sectors.

4. Research level

- The study analyzed the work-family balance of working women in private sector. Many other areas have to be covered relating to the welfare of women. Such research could be

carried out extensively covering wider population of women working in different employment sectors. Moreover, it would be appropriate to have state-wise and or nation-wide study.

5. Social work practice Based

- The suggested social work practice is divided into macro, mezzo and micro level. In all the three levels awareness generation and social mobilization is very much important. Further, social work intervention as population wise like women group, children and or the family is necessary. The methods and principles of social work education is relevant and impetus to ensure work-family balance of the working women. So, therefore, the role of social worker – educator, advocacy, and referral and the skills and techniques of social work like home visit are also suggestive. The study assumes and belief that the social work intervention would promote mental health, stress management technique, supportive environment, employment opportunities for women, more women participation in the work force and finally to also have women contribution in the economy.

CHAPTER I

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**WORK-FAMILY BALANCE AND QUALITY OF LIFE AMONG
WOMEN WORKING IN PRIVATE SECTOR IN AIZAWL DISTRICT,
MIZORAM**

Abstract

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ABSTRACT

WORK-FAMILY BALANCE AND QUALITY OF LIFE AMONG WOMEN WORKING IN PRIVATE SECTOR IN AIZAWL DISTRICT, MIZORAM

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The challenges in striking a balance between work-life and personal life are experienced all over the world, irrespective of nation, culture, religion, race, and gender. The Work-family balance refers to effectively and efficiently management of time between a personal and professional role which includes multiple roles that an individual may play within both the workplace and at the home front. The term 'work-life balance' was first coined in 1986 among the Americans who were putting their heart and soul into the work in order to achieving their career goal and started to neglect their family, friends and leisure activities. This has affected their relationship within the family and had also affected their health due to long working hours that they put in. In the pursuit of achieving higher career growth have greatly affected the working hours of the people in America and which result in neglecting their immediate relationship. The overall individual health, families and mental health were also affected.

The work-life balance concept is slowly begun to gain recognition in the workplace. It is seen as important issues not only with women but also among men, and including the various organizations. The 1990s have begun to see the increasing number of working women and dual-income earners. Besides, work-life balance has been recognized as an issue all over the world regardless of the type of job that an individual is engaged. The lone parenting concept is also becoming prevalent during this generation.

Women contribution is divided into the paid job and unpaid job. A paid job can be defined as a job that someone does to earn money. The unpaid work activities such as household work and caregiving for the elderly or children are embraced by women. Women enter into the paid workforce due to financial need, social attitude, and increasing educational level. Managing work and family together at a time is challenging to women especially for working mother, which become complex because of an increasing number of a nuclear family. Privatization, globalization and converging boundaries made the opportunities for talented manpower and creating dual-career families. Such type of career orientation may create negligence on the other aspect of life.

A working mother striving for financial independence also has the role of caring for growing children to accomplish motherhood. The prevailing societal norms confine the women as housekeepers and child-bearer whether she is doing a job or not. The demanding responsibilities induce stress among working mother and balancing the two poles become a formidable task. According to Maiya & Bagali (2014), the imbalance between the two domains often meets with guilt from a spouse, family members including children and relatives mainly in-laws.

It is an imminent concept that women entering the workforce due to the demand for employment. Economic diversity and political progress have introduced new social structure that has opened up avenues for women to participate in the workforce. The concept of equal remuneration, equality acts as a catalyzing factor for women to earn. Women getting into jobs have increased extensively and they even continue to work after marriage. Although, it is well known that a married woman has more responsibilities than unmarried ones, in terms of looking after children and taking care of the elderly, etc. The societal expectation on the roles of women as caregivers has immensely posed a concern in the area of balancing between work and the life of women. It remains one of the biggest challenges working women faced as to strike a balance between the demand of family and work (careers). The issue of work-family balance is a difficult task for an organization. The societal structure role that was assigned to a family in such a husband is supposed to be a breadwinner of the family while a wife is expected to remain at home and maintain family household remains the same and it is the challenges that women faced to come out of it despite the gradual changes. The universal tug felt by mothers to effectively juggle the need or desire to work while child-rearing is one issues woman faced across diverse cultures.

Harmonizing work and family is still seen as a private concern of the individual or family. In the last two decades, there has been a sharp reduction in the number of families with a traditional structure of a couple and their children. Another decrease has occurred in the number of extended family types. While the traditional family structure of a couple with dependent children still represents the majority of families with 53.3 %, the second most common family structure is a single female and her dependent children, with no husband or grandparents which stood at 17.8%. The average number of dependent children has also decreased, and the number of female-led single-parent households has significantly increased.

1.1 Work-Life Balance across Cultures

Understanding of work-life balance varies across the globe. For instance between Chinese and western worlds. Chinese professionals work seven days a week. Employees may be in the office until 7 pm or 8 pm, though 80 % leave the office by 6 pm or 7 p.m. The Chinese employee's balance work and personal life in ways westerners don't easily understand. Expectations are high for women in China to have a career and the country's evolving capitalist culture supports gender equality. Men have more pressure to be involved with children rearing; however, they are still expected to be the primary breadwinner. Different regions also have different values regarding family life, for example, in Shanghai, a "good husband" is one who buys food and cooks. Traditional values and expectations require that the younger generation cares for their parents and grandparents. This responsibility impacts financial and job security, which is a major driver of behavior for Chinese workers. Regarding doing business in Brazil, one significant consideration is the culture's view of time. Brazilians' relaxed attitude toward time manifests itself in how they think about schedules and deadlines. While those in the United States they tend to strictly adhere to schedules and deadlines. Brazilians make schedules and set deadlines, but are more flexible when they have to be changed due to circumstances beyond one's control.

In Russia working mothers have traditionally been subject to discrimination. It is common for women to withdraw from the workforce to raise their children, even though it may be unaffordable financially or undesirable personally and professionally. However, changes in the political powers the Russian law have been created benefits for women by providing 18 months of maternity paid leave without losing their job. The years a mother takes off also count as "work" in terms of future Social Security benefits. After 2000, when Russia's transition to capitalism was more or less complete and the country's economy was more stable, Russian women delayed childbirth to start careers and surveys show that modern Russian women prefer combining career and children, rather than choosing solely one or the other.

1.2 India's Experience

The driving changes in the workplace and workforce are also experienced in Asian countries. The work-life balance is needed in India too, as Arora (2009) explains it as a post-1995 phenomenon. With the opening up of Indian markets; liberalization and globalization resulted in competition and changing dynamics at the workplace. During this period many

Indian organizations consequently adopted work practices from the west (twenty-four by seven work culture), where workload increased considerably and the boundary between work and personal lives of employees began to merge. Therefore it led to stress-related issues, behavioural problems, absenteeism and much more among employees. Recent surveys in India suggest that difficulty in balancing work life and long inflexible working hours were found to be important reasons for employees quitting their jobs. In India, women are still considering remaining the caregiver of the house and responsible for the welfare of the family and career is not given importance for women. Working women are suffering and experiencing a high level of stress and depression, and anxiety due to the extreme burden of work, children and family. The demand for women employees is increasing day by day and their contribution to the nation's growth and economic progress is significant. Therefore, it is the joint responsibilities of both organizations and the working women to concern the wellbeing of the working women which in turn will pave a way for a modern society.

Interestingly, employees have started taking charge of their lives and each generation has set out their priorities and demands to deal with work-life balance issues. Through various reports, it is observed that more employees are demanding a five-day workweek where they can use weekends to attend to personal matters; especially women, middle and senior-level employees. While the young group, below thirty years (1/3 of the total Indian workforce population) is demanding jobs that not only fulfill their career aspirations but also allows them to realize areas of interest in personal life. Career growth and work-life balance are the two most important factors considered by this generation while it comes to choosing a job (Ranbhise, 2011).

Indian women are found to attach more on work-life balance than any other country. Indian women have started turning down a job or stopped pursuing it because of the effect on work-life balance. However, it must be noted that while, women feel that work-life balance is the key to career success; Indian men equally feel the same. Though Indian organizations have responded to the consequences, it is observed that the provisions of work-life balance are limited to information technology (IT) industry or multinational companies in metropolitan cities or are merely statutory.

Remarkably in India, there is still no government policy addressing work and life issues across different sectors. It needs to be remembered that the booming economy of India, globalization, demographic and societal changes, all make a strong case for work-life balance strategies among the Indian organizations. The biannual Nielson study reported that in India,

balancing between work and life have surpassed worries about the country's economic slowdown. Achieving the work-life balance is the main worry by 20%; fluctuation and decline in the economy by 13 % cite the economy and 12% cite their parents' welfare and happiness attaining the Indians' 3rd biggest concern (*highest among Asian country*).

There is several laws and policies relating to the development of women in employment. However, these laws are not always enforcing, and implementation across the vast country is inconsistent. Indian families also benefit from an extended family system, which provides support service to busy working parents. The societal attitude and cultural restriction on working mothers who do paid work outside the house is decreasing even though gender inequity concerning housework, child care, and eldercare do prevail.

The women are working in all employment sectors including the private sector too. The private sector is the apart of a countries economy run by an individual or group or a company's rather than being owned by the state. It is one of the largest employment sectors in the country. The private has created a job for the newcomer and it is one of the major income added to the national income of the country. Also, the private sector promotes and developed human capital by including the weaker section of the society participating in labour market economy. Some of the private sectors based namely the health care industry; hotel and hospitality management sectors and commercial banking institutions are the largest sectors that provide employment and income generator of the country. In addition to this, tackling such huge human resources is a challenge for organizations. Therefore, the need for a work-life balance policy is important for both the employers and the employee.

1.3 Definition of Concept

Work-family balance refers to having a balance of life between work and family. It is about prioritizing of time spent on both work and family. Therefore, it is leading a healthy and satisfying life without confronting between work and family. It is about managing our family time and responsibilities and commitment towards the work without conflict.

“Work-family balance is an individual's orientation across life roles, an inter-role phenomenon, satisfaction, and good functioning at work and at home with a minimum of role conflict” (Campbell- Clark, 2000). “Satisfying, healthy and productive lives that include work, play, and love that integrates a range of life activities with attention to self, to personal and to spiritual development and that express a personal interest and values”, Kofodimos, 1984. It is inter-related and inter-dependent.

Work-life balance is receiving more and more attention as it affects every individual, society, and organizations. "Work-family balance is the extent to which an individual is equally engaged in and equally satisfied with his or her work role and family role" (Greenhaus et al., 2003: 513). Participating in multiple roles can be a good contributor to a healthy life.

Indian society is patriarchal and the role and position of ancient women were obstinate by the cultural practice, family and social structure and the expectation of the society. The roles of traditional India women were viewed merely to perform the role of being a mother and a wife. Women were confined to be a housewife and were expected to perform and fulfilled family responsibilities of looking after children and household choir but it is not conceivable in today's world. Participation in the workforce has increased the well-being of the family and develops the status of women. For a better home environment and wellbeing, women are found at work.

Quality of Work Life (QWL) may be defined as "the overall quality of the work-life of an individual" Quality of life can be understand as physical health of an individual, the nature of work and amount of income of an individual, the relationship between parents, family members, friends and neighbours, and the emotional well-being such as happiness, contentment, and satisfaction.

The Quality of work-life refers to "the relationship between the worker and his environment adding the human dimension to the technical and economic dimensions within which work is normally viewed and designed". (De, 1975). Beinum (1974) states that "the quality of the content of the relationship between man and his task". "Quality of working life is the degree of excellence brought about by work and working conditions which contribute to the overall satisfaction and performance, primarily at the individual level and finally at the organizational level".

1.4 Theoretical Framework

The spillover theory argues that an individual's life domains are integrated and well-being can be transmitted between life domains. The ecological system theory of Grzywacz and Marks (2000), states that work and life are inter-related and it is a joint function of a person, method and process, situation and time characteristics. The ecological system theory which was later terms as persons-in environment theory identify the negative effect on an

individual in contact with his environment. “Individuals and groups have vibrant relationships with their social, physical and natural environments in which they co-exist” (Catsouphes et al., 2006).

Maslow's theory of motivation depicted the complex nature of human needs and satisfaction. Human needs and wants increases as we interact with the wider level of the environment. If a person's needs are satisfied at one level, people seek satisfaction on the other level. According to Herzberg (1968), “the hygiene factors include company policy, supervision, and interpersonal relationships, working conditions, salary, status, and security are the motivating factors”.

1.5 Statement of the problem

The contemporary Indian society has seen an excessive change because of industrialization and globalization affecting the work culture of the organization. Women's economic empowerment is an indicator of achievement in the area of women and development. The main motives of women entering into paid work jobs are to attain better social status and having financial independency to ensure participation and decision making. Women's work participation plays a vital role in women's empowerment. Thus, the execution of dual roles and responsibilities by women resulted in unwanted stress, tension, and strain affecting the overall performances with a great impact on the Quality of life (QoL) of the working women. Similar trends and patterns are being observed in Mizoram state.

There are various studies on work-life balance and working women both at the international and national levels. In fact, a few regional based research studies are available particularly on working mothers who work in the private sector. Therefore, within the context, it is important to have an empirical study on work-family balance and quality of life (QoL) among women working in the private sector in Mizoram to have a better understanding for the promotion of quality of life of working women. Thus, the study attempted to explore the Work-Family Balance and its relationship with the Quality of Life (QoL) among women working in private sector in Mizoram.

1.6 Chapter scheme

Chapter I : Introduction

Chapter II : Review of literature

Chapter III: Methodology

Chapter IV: Results and discussion

Chapter V : Conclusion

1.7 Overview of literature

Several studies on the concept of Work-Family Balance of working women are to be found :- Barbara, B & Sonja, D. (2009), Wendy C. et al., (2007), Jiafang Lu. et al., (2009), Michael R. Frone (2003), Louise Wattisetet. et al.,(2012), Rabia & Muhammad (2013), Nasreen (2014), Teresa Ciabattari (2007), Rajesh, K. & Nishant, D. (2014), Pandu, A. et al., (2014), Alison A. Rife & Rosalie J. Hall (2015), Viveka. G (2015), Hani, F. F. (2017), Shakil, (2011), Cooklin, R. et al., (2014).

Most of the studies focus on the quality of life of working women work related physical and psychological stress :- Belwal, S & Belwal, R. (2014), Joshi Upasna (2009), Khan, A. (2018), Kaur, R. (2013), Maiya, S. (2014), Yadav, R. K., & Dabhade, N. (2013), Sundaresan, S. (2015).

The problem of work-family balance and quality of life of working women had also been a major issue of the study :- Greenhaus, Collins, & Shaw. (2003), Bhola, S. (2016), Paryani, S. (2014), Kluczyk, M. (2013), Valk, R., & Srinivasan, V. (2011), Supriya, N. (2006), Rangarajan, B. (2017).

There is copious literature on the education and banking sector where only a few studies have encountered in the area of hospitality and unorganized sector on the work-family balance (WFB) and quality of life (QoL) of working women. The literature available on work-family balance (WFB) and quality of life (QoL) among working women is scanty and not organized for the North East region, India. A research study has been recently conducted on work-family balance and quality of life among working women in the health care sector in Lawngtlai and Saiha towns, Mizoram (2017). So, therefore, it is important to have an empirical research study on work-family balance and quality of life among women working in the private sector, Mizoram.

Research Gaps:

- Internationally there are several research studies on work-family balance aiming to understand job satisfaction but only limited studies available in India that mainly examine the performance of the Employees.
- The studies conducted on Work-family balance in India are mainly in the public sector and very few studies have been conducted in the private sector. Thus, it is restricted and confined to certain professions only.
- Most of the research studies on work-family balance targeted improvement in the work performances. However, rare studies emphasize on work-family balance and its impact on the quality of life of an individual.
- Also, geographical variation is encountered in conducting such nature of research study in India. Hence, a few research study found on work-family balance in the context of North-East India & Mizoram.

Therefore, it is important and relevant to study the work-family balance and quality of life of working women with further intuition on women and development & women and empowerment.

1.8 Conclusion

The study examined the Work-Family Balance and the Quality of Life among Women Working in Private Sector in Aizawl district, Mizoram. The present study adopted a mixed approach i.e, quantitative method and qualitative method. The sources of data are both from primary and secondary sources. The quantitative data were collected using a semi-structured interview schedule and qualitative information was gathered through focus group discussions (FGDs) and case studies. This chapter attempts to sum up the results of the analysis of the information collected and discussions. The study then further measures for work-family balance and quality of life among women working in private sector. Further, suggestions and recommendations for social work intervention are evolved out of the study.

A purposive sampling procedure was utilized for identifying the respondents. Overall respondents are 120. The inclusion criteria on the selection of respondents include working women in a private sector and a mother who have at least one child. Therefore, the unit of the

study was individual working women between the ages of 18 years and 45 years having at least one child and working in private sectors in Aizawl district, Mizoram, India. The distribution of the respondents is 60 working women from the hospital, 25 working women from hotel and 35 working women from the commercial bank.

The objective of the study are to understand the work-family balance of women working in Private sector in Aizawl district (hotel, hospital & commercial bank), to assess the quality of life of the respondents, to understand the relationship between work-family balance and quality of life of the respondents and finally to outcome policy implications and to suggest measures for social work intervention for the promotion of work-family balance and well-being of working women in private sector.

1.8.1 Major Findings

The major findings using both quantitative and qualitative methods are presented. The results of the analysis of the data are presented in four sections. The first section comprises of the personal and professional characteristics of the respondents. The second section addresses the findings of the work-family balance (WFB) of the respondents. The third section presents the finding on the quality of life (QoL) of working women in the private sector and finally, the fourth section presents the findings on the relationship between work-family balance and quality of life of working women in the private sector in Aizawl district, Mizoram.

1.8.2 Structural base of respondents

The demographic personal characteristics comprise of age group, marital status, type of family and numbers of children of that the respondents are having. The analysis of the study shows that a maximum of more than one-third of the total respondents falls under the age group of 39- 43 years and a minimum of 1.7% of the respondents fall under the age group of 18-23 years. A maximum of more than three-fourth of the respondents is married and a minimum of 1% of the respondents are re-married. The working place or employment sector of the respondents included hospitals, hotels, and commercial banks. A maximum of the respondents is working in a hotel. In regards to the employment sector or workplace and the marital status of the respondents that a maximum of 88.3% of the married respondents are working in a hospital and nearly one-third of the respondents who are single mothers are working in a hotel and a maximum of 8% of the respondents who are widow are working in

hotel. However, the general observation on the table highlighted that the respondent's women who are divorced are mostly work in a hospital and commercial bank.

The family structural characteristics of the respondents are discussed based on the types of family and the number of children. The type of family includes nuclear, joint and extended family. It was found that more than three-fifths of the total respondents are belonging to a nuclear family, a minimum of less than one percent is belonging to extended family. In regards to the workplace and types of the family of the respondents, a maximum of more than three-fourth of the respondents belonging to the nuclear family is working in a commercial bank. And a maximum of more than one-third of the total respondents is having one child, followed by one-third and less than one-third of the respondents who are having two and three children. The workplace and the number of children held by the respondents' show that a maximum of 56% of the respondents having one child is working in the hotel followed by nearly half of the respondents having 2 children are working in a commercial bank. Among the respondents having three or more children, more than one-third of the respondents are working in a hospital.

The professional characteristics of the respondents are the educational qualification, professions and years of experience and the monthly income of the respondents. In regards to the educational qualification, a maximum of two-fifth of the respondents completed higher secondary education (HSSLC). While a minimum of only 4.2% of the respondents has completed post-graduation. The other respondents have completed till high school and graduation. The educational qualification and the workplace of the respondents show that a maximum of the respondents who had attained up to high school education are working in the hotel and a minimum of the respondent who attained post-graduation education are working in a commercial bank. The profession of the respondents shows that a maximum of two-fifth of the respondents are providing nursing care and the other profession carried out by the respondents are diverse and minimal such as medical doctor, technician, clerical staff, receptionist, food & beverage assistant, housekeeping assistant, kitchen porter, bank manager, accountant, and cashier. The duration of work, the working experience of the respondents shows that a maximum of nearly half of the entire respondents is having an experience of 6 years or more and amongst which nearly two-thirds of them are working in a hospital. Thus the analysis resulted to that a maximum of nearly one-third of the total respondents has a

monthly income of Rs 46,000 and above and a minimum of 1.7% of the respondent monthly income is below Rs 4000 and these respondents are working in a hotel.

1.8.3 Work-Family Balance of the Respondents

The work-family balance of the respondents is assessed through work timing and working hours, satisfaction with working hours of the respondents, the reason for unsatisfaction, work more than stipulated time and reason for extra hours of working.

The work timing/shift of the respondents is another relevant factor to work-life balance of the respondents. The work timing of the respondents are classified into morning, day, afternoon, evening, and night shift and it is found that a maximum of 72.6% of the respondents are working on a day shift and equally a minimum of 5% of the respondents are working in morning and or in night shift. A maximum of 73.3% of the respondents is working for 7 to 9 hours daily showing that a maximum of 84%, 82.9% and 63.3% of the respondents working in a hotel, commercial bank, and hospital are found working between 7 and 9 hours a day. The assessment on the satisfaction of working hours by the respondents shows that a maximum of more than four-fifths of the entire respondents is satisfied with the present working hours that are between 7 and 9 hours a day. Among the respondents who are not satisfied with the working hours, a maximum of 73.7% of the respondents is not satisfied with the working hours because of having less time to attend the family members. Hence, the study found that more than the fourth-fifth of the total respondents is working beyond the stipulated working hours due to an inadequate number of employees.

One of the responsible factors for the work-family imbalance of the respondents was found due to stress. More than the fourth-fifth of the total respondents experienced stress at home that is most common among the respondents working in a hotel. Among the stressors, the data shows that more than two-fifths of the total respondents were worrying their work even while they were at home and among those who are worried about work a maximum of 89.6% worrying mainly due to incompleteness of the assigned work during the stipulated time. A majority of the respondents had a regular mother role to perform at home and more than one-fourth of the respondent's role as a mother was hampered due to having less time to attend the family members and also due to inadequate time to handle responsibilities on family matters.

1.8.4 Quality of life of the Respondents

The quality of life of working women is assessed through time management and activity-wise involvement of the respondents. The majority of the respondents' availed day-off from their duty and had availed day-off once a week. Also, a maximum of more than three-fourth of the respondents had availed maternity leave and all the respondents working in the hospital had availed maternity leave. It is important to have an insight that more than half of the respondents working in the hotel do not avail maternity leave as there was no consideration from the employers. So, in time of maternity, the respondents had to leave the job. This has sounded the lack of job security among the respondents working in the private sector that is mentioned in the qualitative information. Thus, the lack of job security is reflected. The study is in line with the findings of Beham, B & Drobnic, S. (2009)

Besides, two-fourth of the entire respondents are satisfied with the time spent with family and more than half of the respondents are engaging in domestic work at home usually between 3-4 hours in a day. However, there were no respondents who are engaging in domestic work for more than 4 hours in a day. The activity-wise involvement of the respondents shows that looking after children and spending time with the spouse are found to be highly significant to a work-family imbalance among the respondents working in a commercial bank. It is because the more the respondents spent time on work the more is the work-life imbalance due to lesser time for looking after children and spending time with spouse. Similarly, not able to attend the family function is also significant to hospital employees as the more time spent on work induce the lesser time for attending family functions. Furthermore, attending church function is found significant to a work-family imbalance among the respondents working in a hotel and commercial banks indicating that the more time spent on work, the lesser involvement in attending church function and social activities. The case study finding also revealed that working women do not have sufficient time for themselves. Thus, could not regularly attend church program as well as missed out on the family gatherings because of tight schedule between the work and the family. The study is in line with the findings of Gunavathy (2007) that the work-life imbalance arises on account of work interference with personal life

1.8.5 Relationship between work-family balance and quality of life of working women

To understand the relationship between work-family balance and quality of life among working women, it is analyzed using five tables as work-family balance and work-life balance, factor affecting work-life and family-life commitments, the support system at home, the institution helps in managing the work-life balance and correlates of the work-family balance: Spearman's rho.

The work-family balance and work-life balance of the respondents' show that the overall family and the work-life balance as well as the work-life and the personal life balance found to be significant. However, more than half of the total respondents reported the imbalance of family and the work-life. Another nearly two-thirds of the respondents encounter an imbalance between the work-life and the personal life and it is most common among the respondents working in a hotel.

The Chi-Square analysis on the factors affecting the work life and the family life commitments are found significant to working hours, continuing work at home after office hours, travelling away from home, excessive household work and the negative attitude of family/spouse home environment. However, work overtime is not found to be significant to work-life and family life commitments. The work-life imbalance of the respondents is mainly caused by the working hour beyond the stipulated timing common among the respondents working in a hospital; the travelling away from home is common among the respondents working in a commercial bank. Thus, the working hours and travelling away from home were found to be significant and the work overtime is not significant to the work-life balance of the respondents working in the hotel. Further, the continuing work at home after office hours, excessive household work and the negative attitude of family/spouse and home environment are found to be highly significant among the respondents working in the hotel. The study is in line with the result findings of Pandu A. et al., (2014).

The study explored the support system available to the respondents at home. The results show that the majority of the respondents are receiving good support in managing domestic work and a maximum of 43.1% out of 90.8% of the respondents are supported and assisted by their husband alone and a minimum of less than 1% of the respondents are consistently supported by their in-laws. This has been reflected in the qualitative information

On the other hand, the initiatives taken by the institutions in helping the respondents striking work-life balance shows more than half of the entire respondents received leave and day-off from work. This has been reflected in the qualitative information among the respondents working in hotels reported of happy with the organization initiative taken such as providing day-off once a week as well as providing flexible working hours to the women employee.

The Spearman's rank correlation coefficient assessed the relationship between socio-economic variables such as age, educational qualification, years of experience, monthly income of the respondents, size of the family, number of children on one hand and balancing of family and work-life and balancing of work life and personal life. The analysis shows that:-

1. The higher the years of experience of the respondents, the better the work and the family balance indicating that balancing between work and life comes along with the duration of working experience.
2. The higher balancing between the family and the work-life the better balance between the work-life and the personal- life.
3. The increase in the age of the respondents shows an increase in the balance between family and work balance.
4. Similarly, the balance between family and work-life resulted in a better personal life.

1.8.6 Suggestions

From the light of the findings, the study proposed the following suggestions and recommendations for intervention on work-family balance and quality of life among women working in the private sector. The proposed suggestions, recommendations, and social work interventions are classified into Policy Related, Institutional Related, Societal Related, and Social work practice Based. The outlined suggestions and recommendations are relevant to all the levels for micro, mezzo and macro interventions.

1. Policy Related

- The study suggested that the implementation of family-friendly and work-friendly policies in all the three work sectors viz., hotel, hospital, and bank are necessary for

better child care and for the promotion of psychosocial well-being as well as physical well-being. This resulted to productive work environment.

- Effective mechanism of implementation of the National Crèche Scheme which comes into effect on 1st January 2017 is suggested as this will provide an opportunity to working women by providing a safe place leave their child while they are engaging in work.

2. Institutional Related

- The institution (employment sector) must ensure enforcement of the employee's rights launched under the labour law such as the Maternity Benefit Act, 1961 as the study found that working women in the hotel have to resign from their work during their pregnancy and or maternity. Therefore, it is mandatory to ensure employees job security regardless of work sector viz, organized, un-organized, public sector and private sector.
- The study suggested for an inclusive institutional arrangement like counselling cell to provide psychosocial support and emotional support so as to avoid and reduce the tensions that is effecting the balancing between the work-life and the family life of the working women. Further, there should be flexibility of work duration and the salary/pay/remuneration accordingly to the work duration. The study also suggested to provide recreational and leisure time activities for working women.

3. Societal Related

- The study found the need for public awareness on the importance of family support provided to working women to ensure the work and the family balance. In fact, the study reflected a minimal presence of family support to the working women other than their spouse/husband. This is in line with the qualitative exploration that the higher the family support the better is the work-family balance and the work performances.
- The study suggested mental health promotion and sensitization and orientation on work family balance at the community level are found important. There should be coordination and collaboration among the community based organisations and institutions within the community to ensure promotion of metal health and the work-family balance of working women.

- In addition, advocacy is suggested as it plays a major role in the interface between the working women and their family, between working women and the employment sectors.

4. Research level

- The study analyzed the work-family balance of working women in private sector. Many other areas have to be covered relating to the welfare of women. Such research could be carried out extensively covering wider population of women working in different employment sectors. Moreover, it would be appropriate to have state-wise and or nation-wide study.

5. Social work practice Based

- The suggested social work practice is divided into macro, mezzo and micro level. In all the three levels awareness generation and social mobilization is very much important. Further, social work intervention as population wise like women group, children and or the family is necessary. The methods and principles of social work education is relevant and impetus to ensure work-family balance of the working women. So, therefore, the role of social worker- educator, advocacy, and referral and the skills and techniques of social work like home visit are also suggestive. The study assumes and belief that the social work intervention would promote mental health, stress management technique, supportive environment, employment opportunities for women, more women participation in the work force and finally to also have women contribution in the economy.

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Work-Family Balance and Quality of Life among Women Working in Private Sector in Aizawl District, Mizoram

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Interview Schedule
(Confidential and M.Phil Research purpose only)

Schedule no:

Date:

Section A

1. Demographic profile of the respondent

Sl. No	Personal Identification	
1	Name	:
2	Age	: a). 18- 23years <input type="checkbox"/> , b). 24 -28 years <input type="checkbox"/> , c). 29-33 years <input type="checkbox"/> , d). 34- 38years <input type="checkbox"/> , e). 39-43years <input type="checkbox"/> f) 43 years & above <input type="checkbox"/>
3	Educational qualification	: a) High school <input type="checkbox"/> b) Higher Secondary <input type="checkbox"/> c) Graduate <input type="checkbox"/> d) Post graduate <input type="checkbox"/>
4	Marital Status	: a) Married <input type="checkbox"/> b) Single mother <input type="checkbox"/> c) Widow <input type="checkbox"/> d) Divorced <input type="checkbox"/> e) Remarried <input type="checkbox"/>
5	Profession	: a) Medical Doctor <input type="checkbox"/> b) Nurse <input type="checkbox"/> c) Technician <input type="checkbox"/> d) Clerical staff <input type="checkbox"/> e) Receptionist <input type="checkbox"/> b) Food & Beverage Assistant <input type="checkbox"/> c) Housekeeping assistant <input type="checkbox"/> b) Manager <input type="checkbox"/> Accountant <input type="checkbox"/> Cashier <input type="checkbox"/>
	Work place	: Hospital <input type="checkbox"/> , Hotel <input type="checkbox"/> , Bank <input type="checkbox"/>
6	Name of hospital	: a) LRM <input type="checkbox"/> b) Ebenezer <input type="checkbox"/> c) Nazareth <input type="checkbox"/> d) Greenwood <input type="checkbox"/> e) BN hospital <input type="checkbox"/> f) Grace nursing home <input type="checkbox"/> g) Aizawl Hospital <input type="checkbox"/>
7	Names of Hotel	: a) Hotel Regency <input type="checkbox"/> b) Hotel Floria <input type="checkbox"/> c) The grand hotel <input type="checkbox"/> d) Esquare <input type="checkbox"/> e) JIT <input type="checkbox"/> , f) Tavern guest house <input type="checkbox"/> g) Chawlhna hotel <input type="checkbox"/>
8	Name of Bank	: a) Axis bank <input type="checkbox"/> , b) IDBI <input type="checkbox"/> , c) ICICI <input type="checkbox"/> , d) HDFC <input type="checkbox"/> ,f) Federal bank <input type="checkbox"/> , g) Yes Bank <input type="checkbox"/>
9	Years of Experience	: a) Probation <input type="checkbox"/> b) 1-3 years <input type="checkbox"/> c) 4- 5 years <input type="checkbox"/> d) 6 years & above <input type="checkbox"/>
10	Present position	:
11	Monthly income of the respondent	: a) < 10000 <input type="checkbox"/> b) 10001– 20000 <input type="checkbox"/> c) 20001- 30000 <input type="checkbox"/> d) 30001- 40000 <input type="checkbox"/> e) 40001 and above <input type="checkbox"/>
12	Occupation of spouse	: a) Home maker <input type="checkbox"/> , b) Labourer <input type="checkbox"/> , c) Group A <input type="checkbox"/> ,

			d) Group B <input type="checkbox"/> e) Group C <input type="checkbox"/> , f) Self entrepreneur <input type="checkbox"/> , g) Business man <input type="checkbox"/> , h) Medical professional <input type="checkbox"/> , i) Bank Professional <input type="checkbox"/> , j) Hotel Staff <input type="checkbox"/> , k) Others <input type="checkbox"/>
13	Types of Family		a) Nuclear <input type="checkbox"/> b) Joint <input type="checkbox"/> c) Extended <input type="checkbox"/>
14	Size of family	:	a) Small <input type="checkbox"/> , b) Medium <input type="checkbox"/> , c) Large <input type="checkbox"/>
15	Number of children	:	a) One <input type="checkbox"/> , b) Two <input type="checkbox"/> , c) Three <input type="checkbox"/>
16	Secondary occupation of the family	:	
17	Annual family Income		a) < 50000 <input type="checkbox"/> , b) 50001-1 Lac <input type="checkbox"/> , c) 100001- 2Lac <input type="checkbox"/> , d) 2-3 Lac <input type="checkbox"/> , e) 3-4Lac <input type="checkbox"/> , f) 4-5 Lac <input type="checkbox"/>
18	Address	:	

Section B

I. Work Balance

1	Are you satisfied with the work?	a) Yes <input type="checkbox"/> b) No <input type="checkbox"/>
1(a)	If no, Why?	
2	What is your working timing / shift?	a) Morning shift (7am -11:30 am) <input type="checkbox"/> , b) Evening shift (12 pm – 4:30 pm) <input type="checkbox"/> , c) Night shift (5pm – 7 am) <input type="checkbox"/> .
3	Are you satisfied with the duration of working hour? If no, why?	a) Yes <input type="checkbox"/> b) No <input type="checkbox"/> a) No assistant at home <input type="checkbox"/> , b) No time to attend the family members <input type="checkbox"/> , c) Limited staff at work <input type="checkbox"/> , d) Need to attend emergency at night <input type="checkbox"/> .
4	Do you often work for more than the stipulated time?	a) Yes <input type="checkbox"/> b) No <input type="checkbox"/>
4 (a)	What is the reason for over time of work?	a) Inadequate staff <input type="checkbox"/> , b) Inefficient colleague <input type="checkbox"/> , c) Requested by senior colleague <input type="checkbox"/> , d) Busy with young children <input type="checkbox"/> , e) Unwell or health complaints of colleague <input type="checkbox"/> f) Not timely relieve by colleague <input type="checkbox"/> .
5	Do you often continue thinking of work when at home?	a) Yes <input type="checkbox"/> b) No <input type="checkbox"/>
5(a)	If yes, what are the reasons?	a) Incomplete assignment <input type="checkbox"/> , b) Inefficiency of other colleagues <input type="checkbox"/> , c) Incompetency of other colleagues <input type="checkbox"/> , d) Unreliability of colleagues <input type="checkbox"/> , e) Lack of professionalism by other colleagues <input type="checkbox"/> , f) Due to guilty feelings of work done <input type="checkbox"/>

II. Family balance

6. Do you feel satisfy when at home? Yes No
7. How much time do you spent with the family excluding sleeping hours? a)1-3 hours , b) 4-6 hours , c) 7-9 hours .
8. What are your performances on the major roles at home?

Sl. No	Activities	Level of performance		
		Good (2)	Satisfactory (1)	Unsatisfactory (0)
1.	Cooking			
2.	Washing			
3.	House Keeping			
4.	Ceiling & Floor mopping			
5.	Window panes cleaning			
6.	Child care			
7.	Attending elders			
8.	Assisting children in studies			
9.	Gardening & flowering			
10.	Piggery			
11.	Poultry farming			
12.	Pet care			

9. Do you think that your worries on work related hampering your roles at home? a)Yes b) No

If yes, in what way? _____

Sl. No	Way of hampering role as a mother	Options
1.	Less concern to the family	
2.	Less time to attend the family	
3.	Less time for parenting & child care	
4.	Less involvement in child's education	
5.	Not supportive to spouse	
6.	Less quality family time	
7.	Lack of socialization	
8.	Less involvement in church activities	
9.	Lack of recreation & leisure time	
10.	Lack of self-care time	

10. Do you receive support in managing the task?
a) Yes b) No
11. Who has supported you at home?
a) Husband , b) In-laws , c) Family , d) Maid-servant , e) Neighbour
12. In what you do you get the support?
a) Cooking , b) Childcare , c) Housekeeping , d) Cleaning , e) Washing, f) shopping , g) Attending children studies , h) Attending pets , i) Attending pigs / poultry .
13. Are you satisfied with the available support? Yes No

If no, why? _____

14. Do you face any relationship problem (s) on the level of performance? a)Yes b) No

If yes, With whom& on what account? _____

15. Do you encounter work related stress in life? a)Yes b)No

If yes, please mention the type of stress.

Sl. No		Type	Response
1	Physical	Headache	
		Fatigue	
		Muscles pain	
		Body aching	
		Digestive problem	
		Loss of appetite	
		Heart attack	
		Diabetes	
2	Psychological	Insomnia	
		Anxiety	
		Depression	
		Delusions	
		Aggressiveness	
		Displacement	
		Repression	
		Projection	
3	Social	Low self esteem	
		Lack of self-actualization	
		Social withdrawal	
		Isolation	

16. What are the adopted coping mechanisms on the given stress?

Sl. No		Coping skills	Options
1.	Physical	Exercise	
		Book reading & Sleeping on time	
		Maintain healthy diet	
2.	Psychological	Spending time with friends	
		Self-appreciation	
		Writing journal and keeping diary	
		Meditation	
		Prayers	
3.	Social	Attending church activities	
		Visit friends and families	
		Social participation	

Section C

I. Quality of life

1. Do you get the kind of support from others that you need? a) Never b) Sometimes c) Occasionally d) Always
2. How many day-off can you avail leave annually from work?
a) 12 days b) 1 months c) 2 months d) 6 months and above
3. Do you avail maternity leave within your service? a) Yes b) No
4. Do you have day off from your duty? a) Yes b) No
How often?
a) Once a week b) Twice a week c) Thrice a week d) Half day a week
5. Are you satisfied with your time spent with the family? a) Yes b) No
6. How much time do you spent on domestic activities in a day?
a) 1 hours b) 1-3 hours c) 4-6 hours
7. How often have you involve in the following activities?

Sl. No	Activities	Never	Sometimes	Occasionally	Always
a	Looking after children				
b	Spending time with spouse				
c	Quality family time				
d	Attend family function				
e	Attend church function				
f	Personal time				
g	Socialization				
h	Cooking				
i	Washing				
j	House keeping				

8. Leisure time

Sl. No	Activities	Never	Sometimes	Occasionally	Always
a	Do you think you have time for leisure?				
b	Are you satisfied with your leisure time?				
c	Do you feel you have sufficient time to take care of your health?				

9. How would you rate your quality of life? a) Very poor b) Poor c) Good d) Very good
10. How satisfied are you with your health? a) Very dissatisfied b) Dissatisfied c) Satisfied d) Very satisfied

11. Do you feel you spend the time you want for your own self-development as mentioned below?

Sl. No	Activities	Options
a	Basic computer course	
b	Music class	
c	Capacity building Class	
d	Personality development training	
e	Attending Health club	

If No, Why? _____

Section D

I. Work –Family Balance and Quality of Life

Sl. No	Relationship	Response	
		Yes	No
1	Do you feel you are able to balance your work life?		
2	Do you feel you are able to balance your family?		
3	Are you satisfied with your work-life?		
4	Are you satisfied with your salary?		
5	Do your children miss your presence at home?		
6	Are you able to attend social gathering		
7	Describe your feeling of balance between work life and personal life		
8	Do you think that you are working under flexible schedule?		
9	Do you wish to maintain good Quality of life along with work-family balance?		
10	Does the company organized Holiday camps and picnics to manage work life and personal life?		
11	Do you think you have good career prospects in the company?		
12	Does the company offer In-house Doctor facility for its employees?		
13	Do you think that if the employees have good work life balance the organization will be more effective and successful?		

14. Which of the following factor affects your balancing between work life and family commitments?

Sl. No	Factors	Never	Sometimes	Occasionally	Always
a	Working hours				
b	Work overtime				
c	Continuing work at				

	home after office hours				
d	Travelling away from home				
e	Excessive household work				
f	Negative attitude of family/spouse				

15. How does the organisation take initiatives to manage your work life? (you can choose more than one option)

Sl. No	Initiatives taken by the organisation	Options
a	Provided flexible timing	
b	Provide leaves to manage work life	
c	Job share option is provided by the organisation	

16. Does the self-development programme enhance your life? a) Yes b) No

If yes, in what way?

Sl. No	Way of enhancing life	Options
a	Improved social interaction skills	
b	Increased self esteem	
c	Improved time management skills	
d	Improved decision making skills	
e	Improved in balancing work-life and personal life	